

***Los Alamos National Laboratory
Community Leaders Study
September 2003***

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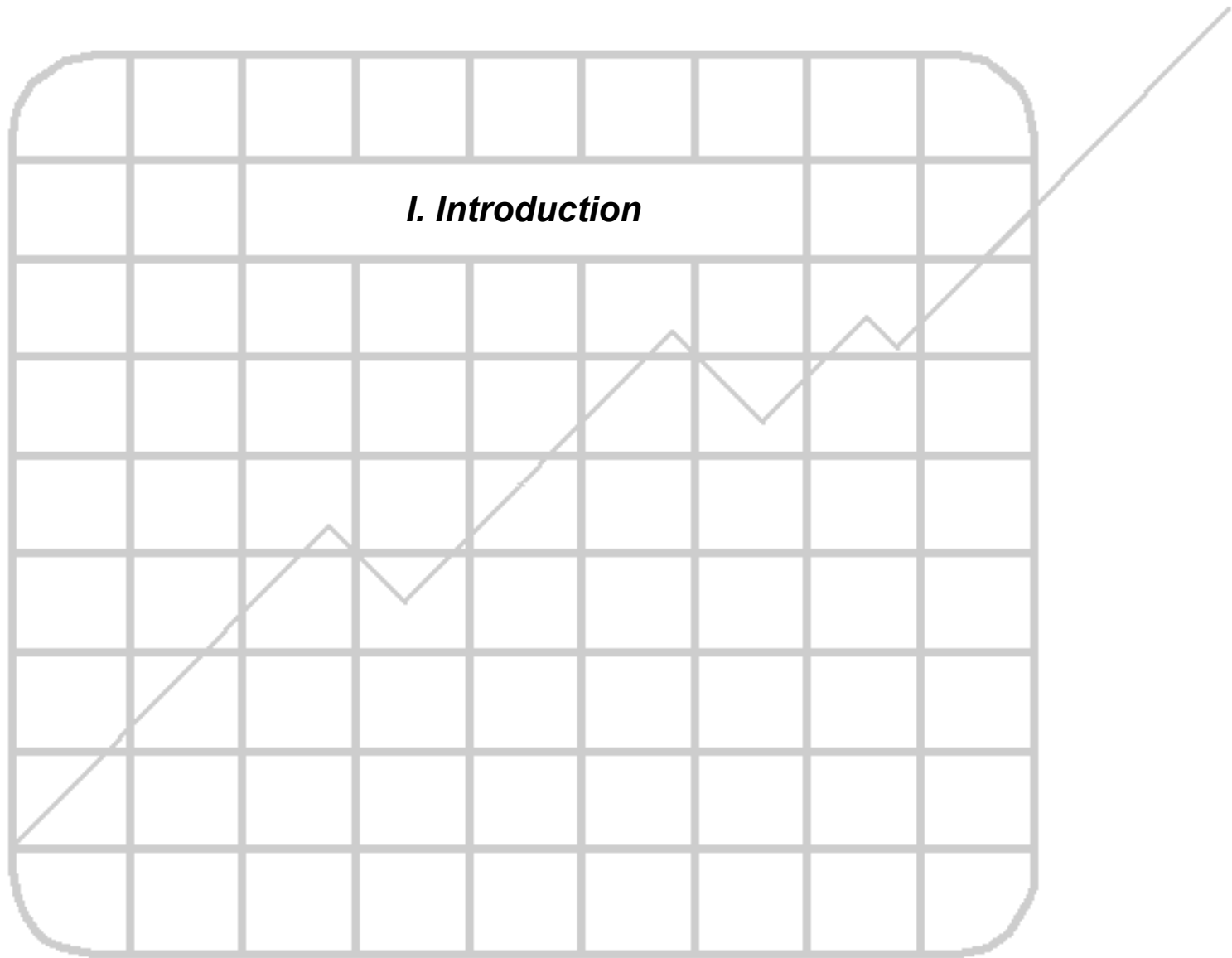
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Methodology

This tracking study was commissioned by Los Alamos National Laboratory. The objective of the study was to measure the University of California/Los Alamos National Laboratory’s perceived progress in responding to the needs of communities in northern New Mexico. The study also measures changes in Community Leaders’ awareness and satisfaction levels of specific Laboratory programs and activities over the past year. In addition, the results of the research will help to better shape and direct the UC and Laboratory’s contributions to the region for the near and long-term future.

The Interview

The survey instrument was designed in collaboration with the UC, LANL and Department of Energy officials. Research & Polling refined the survey instrument, conducted the interviews, and compiled the results. Respondents were interviewed on the telephone. The Director at Los Alamos National Laboratory sent a letter to Community Leaders whose names appeared on the list provided by LANL to inform them of the research objectives and to request their participation in the study. This letter also advised respondents that Research & Polling, Inc. would be contacting them in the near future. In many instances, Research & Polling scheduled a specific date and time to conduct the interview. The interviews were conducted between August 14 and September 24, 2003.

The Report

This report summarizes results for each question and reports any variances in attitude or perception where significant among the demographic subgroups. The demographic subgroups highlighted for this study include:

organizational sectors, region and gender. All respondents will receive an aggregate report showing how Community Leaders responded to the survey. This report also discusses any changes in attitude or perception over the past six years.

The Sample

A list of Community Leaders was provided by Los Alamos National Laboratory. The Community Leaders were grouped into five sectors: Government, Economic/Business, Education, Tribal, and Special Interest Group. In previous studies a sixth group was included, Department of Energy leaders. This group was excluded for the 2002 and 2003 studies at the request of LANL. In order to improve comparability with past studies, each year Research & Polling, Inc. weights the surveys by population sector to reflect a similar sample distribution. In order to ensure the proper proportion in each sector, Research and Polling went back to the 1998 study and calculated responses from each sector after excluding the DOE.

Sector	1998			1999			2000			2001			2002			2003		
	# of Names Provided	# of Completed Interviews	Response Rate	# of Names Provided	# of Completed Interviews	Response Rate	# of Names Provided	# of Completed Interviews	Response Rate	# of Names Provided	# of Completed Interviews	Response Rate	# of Names Provided	# of Completed Interviews	Response Rate	# of Names Provided	# of Completed Interviews	Response Rate
Special Interest Group	8	8	100%	6	5	83%	6	4	67%	5	2	40%	24	19	79%	7	6	86%
Tribal	32	9	28%	83	24	29%	76	47	62%	55	25	45%	26	21	81%	31	5	16%
Education	43	18	42%	37	16	43%	36	27	75%	41	22	54%	65	40	62%	64	32	50%
Government	44	22	50%	50	26	52%	51	28	55%	77	41	53%	84	51	61%	123	44	36%
Department of Energy	25	19	76%	24	21	89%	22	13	59%	21	9	43%	N/A	N/A	N/A	NA	NA	NA
Economic/Business	67	47	70%	80	50	63%	66	43	65%	182	105	58%	179	107	60%	173	112	65%
Total	219	123	56%	280	142	51%	257	162	63%	381	204	54%	378	238	63%	398	199	50%

Executive Summary

In the past year, LANL has received both local and national media attention that has been largely negative in nature. Despite this, LANL is viewed favorably by the majority of community leaders. In fact, 62% say they generally have a favorable opinion of LANL, while just 8% have an unfavorable opinion and 26% are neutral. As has been observed in previous studies, LANL receives the most favorable reviews for the economic benefits it provides to the area. Four-in-five community leaders say they are either very satisfied (46%) or somewhat satisfied (33%) with the economic impact LANL has had on their community overall, though it should also be noted that 16% express dissatisfaction. This is consistent with results observed in previous studies. On a related note, two-thirds of the community leaders also express satisfaction with LANL's efforts to provide equal employment opportunities for all qualified residents in Northern New Mexico.

The majority of Community Leaders also believe LANL is doing a good job of providing educational support for the area. Nearly three-fifths (58%) express satisfaction with the educational programs LANL offers, while 17% are dissatisfied and 25% have no opinion. Three-fifths also believe LANL's partnerships with area school districts and educational agencies have been at least somewhat effective. LANL's efforts in the area of education are particularly important given that when asked in an unaided, open-ended manner what is the single biggest problem facing their community today, the plurality (24%) mention the quality of the educational system. Although the majority of community leaders believe LANL is doing a good job with educational programs, this is an area that should be given even more attention given its importance to all communities. That approximately one-in-five leaders believe LANL's educational partnerships with the schools have been ineffective and another 18% are unaware of these partnerships indicates a need for greater focus on this issue.

Another area that LANL may want to focus more attention is in responding to the needs of local communities. While the majority of leaders (62%) express satisfaction with LANL's efforts to listen to the concerns of the community,

less than half (48%) are satisfied with the response to these concerns. In fact, 40% are dissatisfied with LANL's efforts to respond to the concerns of their community, which is up from 34% observed last year. This perceived lack of response to community needs may help to explain why just two-fifths of the leaders surveyed give LANL high marks for their corporate citizenship within the community and nearly one-in-four (23%) are critical.

Other than education, where LANL has and continues to play an important role, community leaders appear to believe LANL should have an even greater impact on local businesses in Northern New Mexico. As previously mentioned, four-in-five business leaders indicate they are generally satisfied with the overall impact LANL has on their community. However, just 39% are satisfied with LANL's efforts to purchase more goods and services from local communities, while 36% are dissatisfied. Furthermore, while 43% express satisfaction with LANL's efforts to encourage new businesses to relocate in Northern New Mexico, 33% are dissatisfied and over one-third (35%) are dissatisfied with LANL's partnerships with the business community in Northern New Mexico.

It should be noted that in many areas there has been a decline in community leaders' ratings of LANL over the past year. For instance, the 62% of community leaders who currently say they have a favorable impression of LANL is down from 73% observed last year. The decline can be explained in part by the fact that last year's favorability ratings had peaked when compared to previous studies. The negative publicity LANL has received may also have impacted community leaders' overall opinion of LANL. While LANL is largely viewed in a positive light, it clearly has some work to do to further enhance its image and find ways to improve its relationship with area community leaders and the communities as a whole, particularly when it comes to responding to community needs, working on educational programs and working to help improve the business environment in Northern New Mexico.

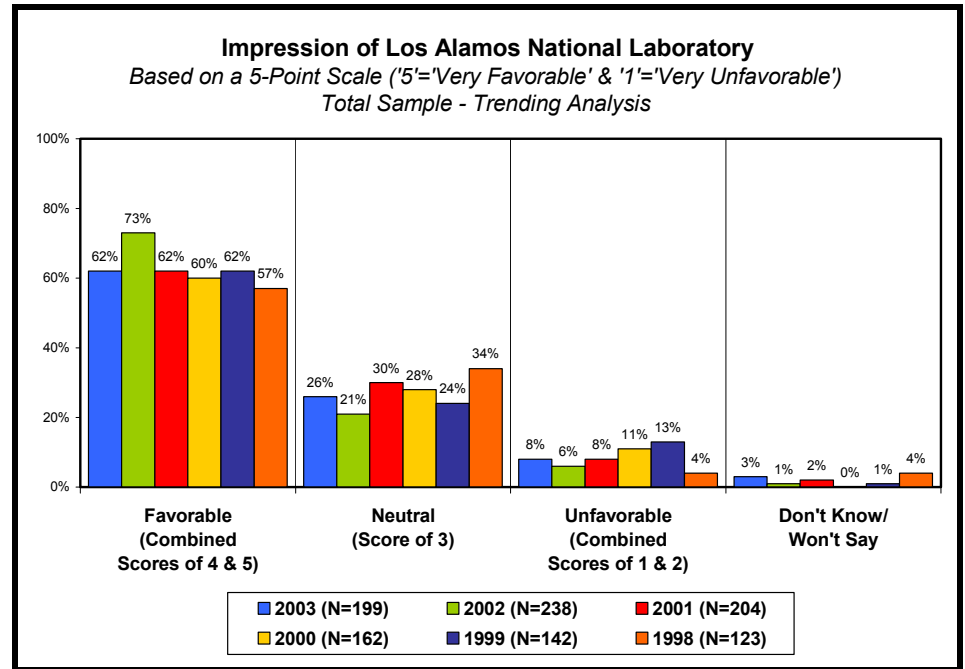
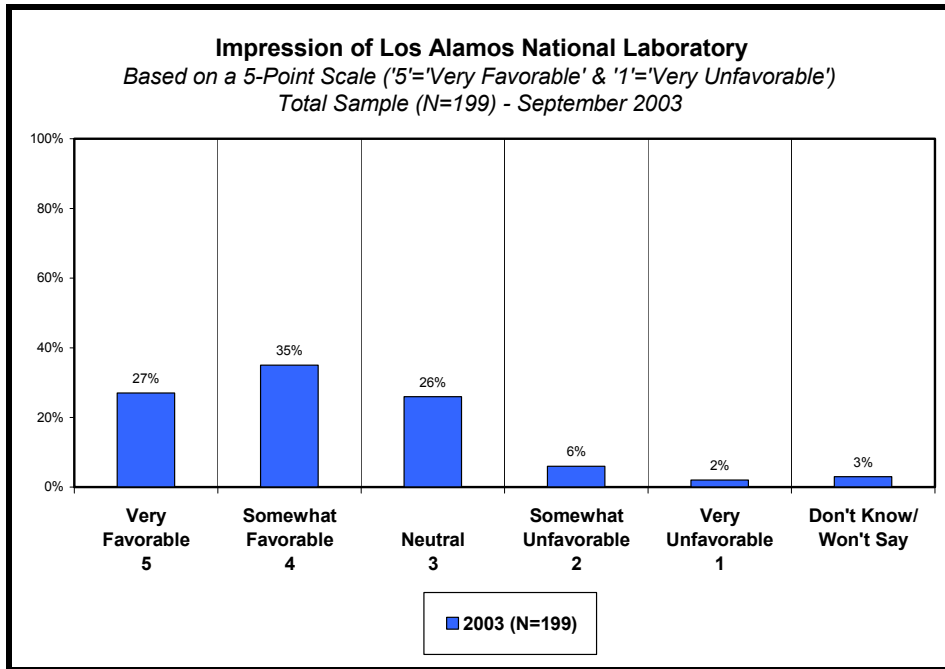
Major Problems Facing the Community

(Top 8 Unaided Responses)

	<i>Total Sample (N=199)</i>
Educational system is poor	24%
Water shortages/reserves	22%
Lack of economic opportunities	15%
Illegal drug use	12%
Economic diversification	9%
Cost of housing is high/unreasonable	9%
Non-availability of good jobs	8%
Economic instability	7%

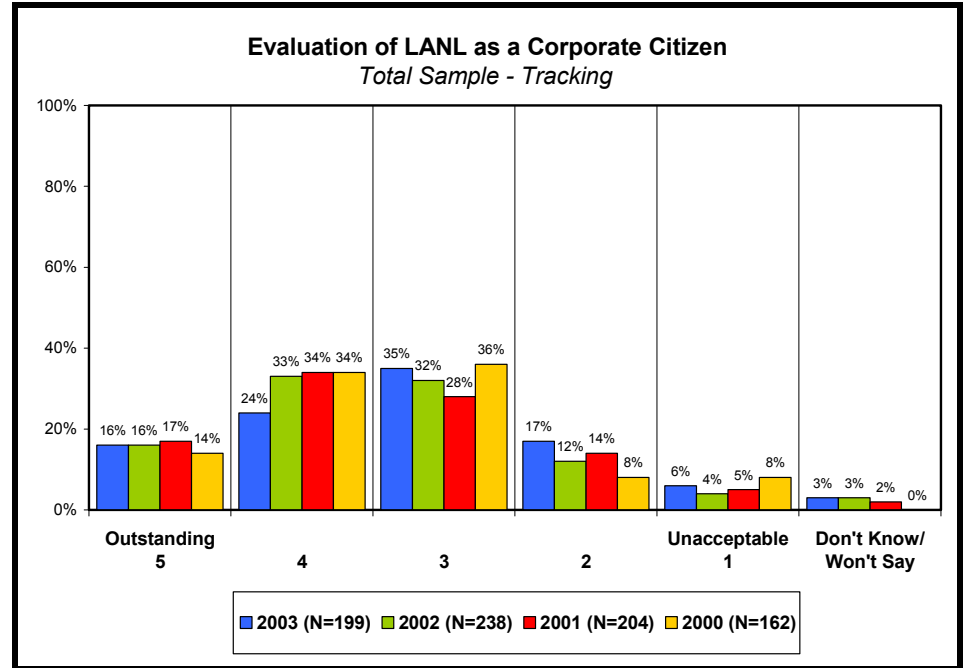
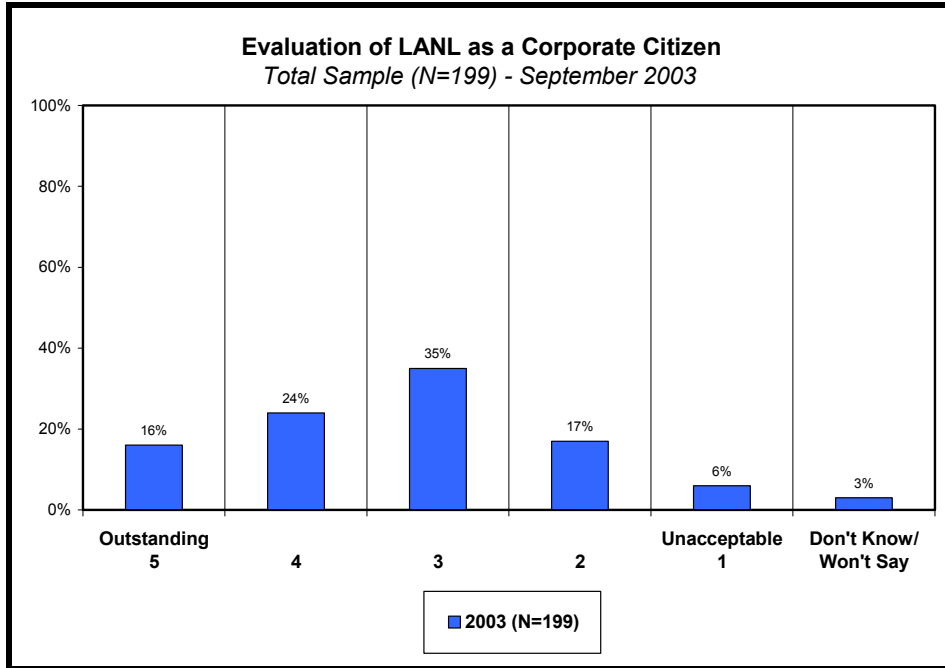
When Community Leaders were asked in an unaided, open-ended manner what they feel is the single biggest problem facing their community today, 24% mention the educational system and 22% say it's the shortage of water. Other frequently mentioned problems include: lack of economic opportunities (15%), illegal drug use (12%), economic diversification (9%), cost of housing (9%) and lack of good jobs (8%).

Impression of LANL



Community Leaders were asked to rate their overall impression of Los Alamos National Laboratory using a 5-point scale where 5 is very favorable and 1 is very unfavorable. The graph on the left shows that over three-fifths (62%) of the Leaders have a favorable impression of LANL, giving a score of 4 or 5 on a 5-point scale, with 27% saying they have a *very favorable* impression of Los Alamos National Laboratory. Just 8% of the Leaders indicate they have an unfavorable impression of the Lab (a score of 1 or 2), while 26% have a neutral opinion (a score of 3).

The table on the right shows tracking results over the past six years. Overall, the 62% of Leaders who currently say they have a favorable opinion of LANL is a decline from the 73% observed last year which was the highest overall rating observed in the previous five years. The 62% of Leaders who currently have a favorable opinion of LANL is consistent with the results observed prior to last year's study.



Community Leaders were asked to evaluate LANL as a corporate citizen in their community using a 5-point scale where 5 is outstanding and 1 is unacceptable. As shown above, two-fifths of the Leaders give LANL high ratings of 4 or 5 for its corporate citizenship, with 16% saying it is an outstanding corporate citizen. However, nearly one-quarter (23%) of the leaders are critical of LANL, giving ratings of 1 or 2, while 35% have somewhat mixed or neutral feelings about LANL's corporate citizenship, as indicated by a score of 3.

Overall, LANL's corporate citizenship ratings have declined over the past year. The 40% who give LANL high ratings for being a good corporate citizen is a drop from 49% observed last year. Furthermore, the 23% who are critical of LANL's corporate citizenship is the highest that has been observed in the past four years.

Evaluation of Specific LANL Attributes: Economic Issues

Total Sample

	<u>Very Satisfied</u>	<u>Somewhat Satisfied</u>	<u>Somewhat Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>Don't Know/ Won't Say</u>
The overall impact on the economy of your community (LANL/UC)					
September 2003 (N=199)	46%	33%	10%	6%	5%
September 2002 (N = 238)	51%	28%	10%	5%	6%
December 2001 (N = 204)	45%	33%	10%	4%	8%
September 2000 (N = 162)	41%	43%	9%	6%	2%
August 1999 (N = 142)	40%	38%	11%	7%	4%
June 1998 (N = 123)	40%	34%	11%	5%	10%
Efforts to provide equal employment opportunities for all qualified residents of northern New Mexico in the last year (LANL/UC)					
September 2003 (N=199)	24%	44%	11%	7%	14%
September 2002 (N = 238)	32%	34%	10%	5%	18%
December 2001 (N = 204)	25%	34%	9%	10%	23%
September 2000 (N = 162)	25%	32%	10%	12%	21%
August 1999 (N = 142)	20%	38%	15%	8%	18%
June 1998 (N = 123)	20%	37%	17%	9%	17%
Encouraging new business to relocate to northern New Mexico (LANL/UC)					
September 2003 (N=199)	10%	33%	20%	13%	24%
September 2002 (N = 238)	14%	32%	19%	9%	26%
December 2001 (N = 204)	15%	31%	23%	11%	19%
September 2000 (N = 162)	7%	45%	20%	11%	17%
August 1999 (N = 142)	21%	47%	12%	8%	12%
June 1998 (N = 123)	31%	37%	16%	3%	13%
Efforts to purchase more goods and services from businesses in northern New Mexico communities (LANL)					
September 2003 (N=199)	10%	29%	24%	12%	26%
September 2002 (N = 238)	20%	30%	17%	8%	25%
December 2001 (N = 204)	24%	30%	18%	8%	20%
September 2000 (N = 162)	19%	41%	15%	5%	19%
August 1999 (N = 142)	25%	39%	13%	11%	12%
June 1998 (N = 123)	22%	41%	20%	2%	14%

Community Leaders were read various statements related to LANL's involvement in the business community and for each asked to rate their level of satisfaction. As shown above, approximately half the Leaders (46%) say they are *very satisfied* and another 33% are *somewhat satisfied* with the overall impact LANL has had on the local economy in their community. Two-thirds (68%) of the Leaders also express satisfaction with LANL's efforts to provide equal employment opportunities for all qualified residents in the area, though nearly one-in-five (18%) are dissatisfied.

While the Community Leaders express satisfaction with the overall economic impact LANL has on the area, many appear to believe LANL can do more to help local businesses. For example, while 43% express satisfaction with LANL's efforts to encourage new businesses to relocate to northern New Mexico, 33% are dissatisfied. Furthermore, Leaders are divided when it comes to LANL's effort to purchase more goods and services from local businesses. Thirty-nine percent of the Leaders are satisfied with LANL's efforts in this capacity, although an almost equal percentage of Leaders (36%) are dissatisfied.

Evaluation of Specific LANL Attributes: Social Issues

Total Sample

	<i>Very Satisfied</i>	<i>Somewhat Satisfied</i>	<i>Somewhat Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know/ Won't Say</i>
Efforts to listen to the concerns of your community (LANL/UC)					
September 2003 (N=199)	25%	37%	19%	11%	8%
September 2002 (N = 238)	27%	41%	17%	9%	6%
December 2001 (N = 204)	20%	41%	20%	11%	8%
September 2000 (N = 162)	30%	35%	14%	15%	6%
August 1999 (N = 142)	26%	53%	14%	5%	2%
June 1998 (N = 123)	25%	46%	15%	7%	7%
Educational programs offered (LANL)					
September 2003 (N=199)	24%	34%	13%	4%	25%
September 2002 (N = 238)	27%	31%	11%	4%	27%
December 2001 (N = 204)	29%	27%	11%	2%	31%
September 2000 (N = 162)	26%	42%	7%	4%	21%
August 1999 (N = 142)	24%	36%	8%	5%	28%
June 1998 (N = 123)	20%	37%	12%	1%	29%
Participation in regional education, public health, and other community initiatives (UC-Northern NM Office)					
September 2003 (N=199)	20%	34%	14%	10%	22%
September 2002 (N = 238)	21%	33%	17%	4%	25%
Efforts to respond to the concerns of your community (LANL/UC)					
September 2003 (N=199)	12%	36%	27%	13%	12%
September 2002 (N = 238)	14%	45%	26%	8%	7%
December 2001 (N = 204)	13%	35%	26%	13%	13%
September 2000 (N = 162)	16%	43%	19%	15%	7%
August 1999 (N = 142)	20%	40%	25%	10%	5%
June 1998 (N = 123)	12%	52%	20%	9%	7%

When asked issues relating more towards community involvement, approximately three-fifths (62%) of the Leaders indicate they are satisfied with LANL's efforts to listen to the concerns of their community, though 30% express dissatisfaction. Furthermore, approximately three-fifths (58%) of Leaders express satisfaction with the educational programs offered by LANL. It should be noted that 82% of those in the educational sector express satisfaction with the educational programs offered by LANL.

The majority of Leaders (54%) say they are satisfied with the University of California's Northern New Mexico Office participation in regional education, public health, and other community initiatives. However, one-quarter (24%) of the leaders are dissatisfied with the level of participation in these community initiatives and 22% have not formed an opinion on the matter.

Although the majority of Leaders (62%) believe LANL listens to the concerns of their community, just under half (48%) express satisfaction with the response LANL offers. Two-fifths of the Leaders say they are dissatisfied with LANL's efforts to respond to community concerns. It should also be noted that Leaders express lower levels of satisfaction with LANL's efforts to respond to community concerns than was observed last year, when 59% said they were satisfied.

Effectiveness of LANL Partnerships (Summary Table)

Ranked By Highest Percentage 'Very Effective' (2003)

Total Sample

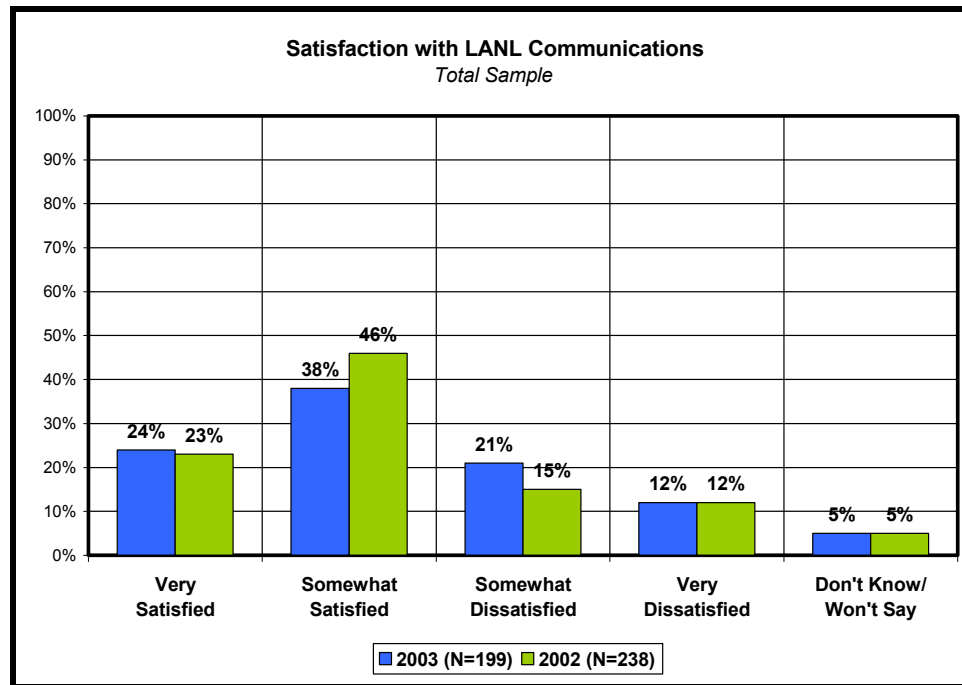
	<u>Very Effective</u>	<u>Somewhat Effective</u>	<u>Somewhat Ineffective</u>	<u>Very Ineffective</u>	<u>Don't Know/Won't Say</u>
School districts and educational agencies in northern New Mexico					
September 2003 (N=199)	26%	34%	13%	9%	18%
September 2002 (N = 238)	28%	36%	11%	6%	19%
December 2001 (N = 204)	23%	40%	17%	2%	17%
September 2000 (N = 162)	26%	45%	8%	6%	16%
The State Legislature					
September 2003 (N=199)	17%	28%	14%	6%	36%
September 2002 (N = 238)	12%	31%	16%	5%	36%
December 2001 (N = 204)	7%	28%	17%	4%	43%
September 2000 (N = 162)	7%	31%	12%	5%	45%
Local governments in northern New Mexico					
September 2003 (N=199)	16%	38%	23%	8%	15%
September 2002 (N = 238)	15%	44%	18%	5%	18%
December 2001 (N = 204)	13%	45%	23%	4%	15%
September 2000 (N = 162)	10%	63%	13%	7%	7%
State government agencies					
September 2003 (N=199)	14%	30%	14%	5%	37%
September 2002 (N = 238)	15%	32%	13%	5%	36%
December 2001 (N = 204)	12%	35%	17%	2%	34%
September 2000 (N = 162)	9%	40%	5%	5%	40%
Business community in northern New Mexico					
September 2003 (N=199)	11%	42%	26%	9%	12%
September 2002 (N = 238)	22%	33%	22%	8%	15%
December 2001 (N = 204)	16%	41%	28%	8%	7%
September 2000 (N = 162)	6%	56%	20%	7%	12%
Tribal governments and tribal agencies					
September 2003 (N=199)	10%	27%	7%	5%	51%
September 2002 (N = 238)	12%	23%	10%	7%	48%
December 2001 (N = 204)	8%	32%	19%	5%	36%
September 2000 (N = 162)	7%	35%	11%	3%	43%

Community Leaders were asked if they feel various Los Alamos National Laboratory partnerships are very effective, somewhat effective, somewhat ineffective or very ineffective in trying to improve the region. As shown above, three-fifths of the Leaders feel the partnerships with school districts and educational agencies are either *very effective* (26%) or *somewhat effective* (34%) in improving the region, which is similar to the results observed last year.

When it comes to partnerships with various governmental entities it is observed that the majority of Leaders (54%) believe LANL’s partnerships with local government in Northern New Mexico have been effective, though 31% disagree. The plurality of Leaders (45%) also believe LANL’s partnerships with the State Legislature have been effective, though 20% disagree and 36% have no opinion. Similar results are observed for LANL’s partnerships with state government agencies, as 44% feel they have been effective, 19% disagree and 37% have not formed an opinion.

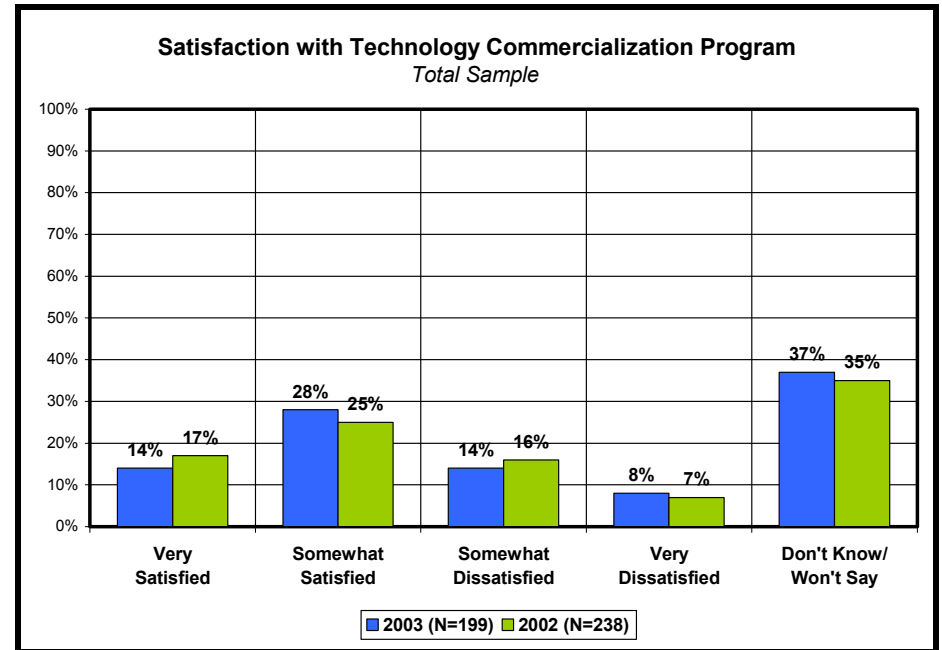
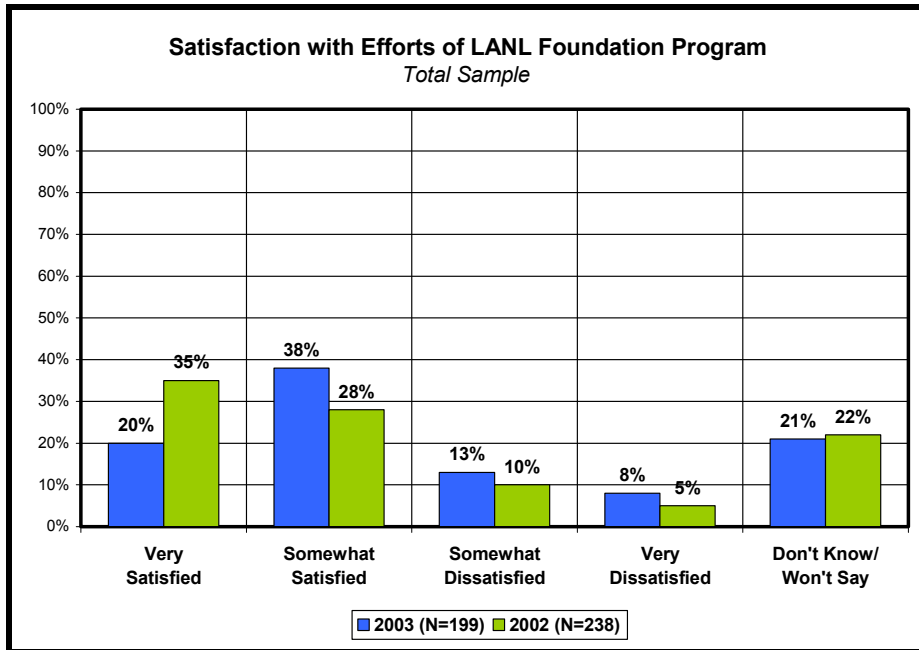
Just over half (53%) of the Leaders believe LANL’s partnerships with the business community in northern New Mexico have been at least *somewhat effective*, though just 11% feel they are *very effective*. Furthermore, 35% of the Leaders feel these partnerships are ineffective, while 12% have no opinion. It should be noted that 52% of the Leaders in the business/economic sector believe LANL’s partnership with the business community is effective, though 38% disagree. Finally, less than two-fifths (37%) of the Community Leaders believe LANL’s partnerships with tribal governments and agencies have been effective, while just 12% see these as being ineffective. Half of the Leaders (51%) have not formed an opinion about these partnerships.

LANL Communications



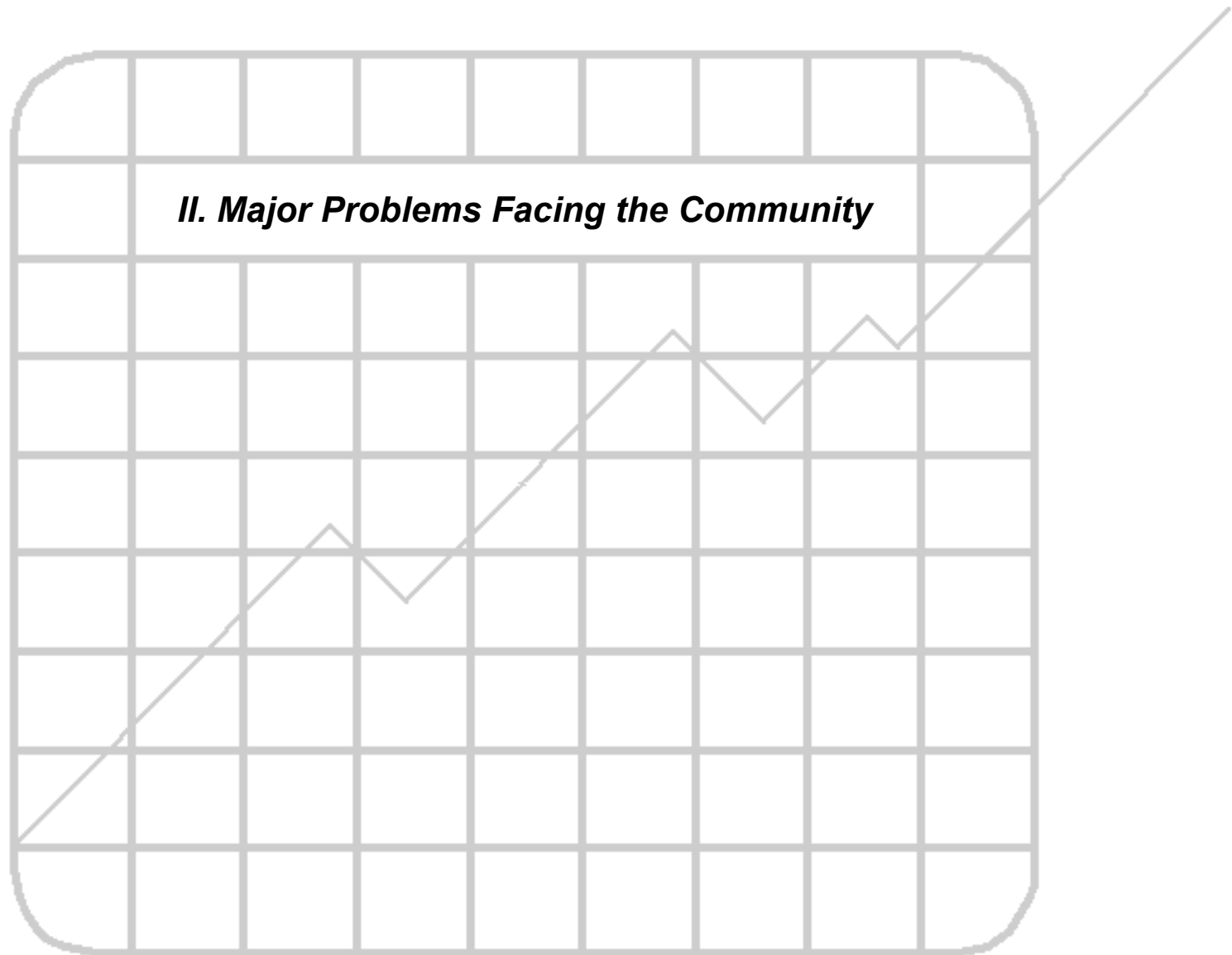
When asked to rate their level of satisfaction with LANL communications, just over two-thirds (62%) of Community Leaders say they are either somewhat satisfied (38%) or very satisfied (24%). However, one-in-three Leaders are critical of LANL communications. Overall, Leader satisfaction with LANL’s communications has declined from 69% observed last year to 62% currently. It should be noted that nearly half (46%) of the Leaders in Santa Fe are critical of LANL’s communications.

Satisfaction with Programs



Community Leaders were asked to rate their satisfaction with the efforts of the LANL Foundation. As shown above, approximately three-fifths (58%) of the Leaders are either *very satisfied* (20%) or *somewhat satisfied* (38%) with the Foundation's efforts, while 21% are either *somewhat dissatisfied* or *very dissatisfied*. Overall satisfaction with the LANL Foundation is lower than observed last year, when 63% expressed satisfaction, with 35% saying they were *very satisfied*.

Just over two-fifths of the Leaders are currently either *somewhat satisfied* (28%) or *very satisfied* (14%) with the Technology Commercialization Program. However, 22% of the Leaders express dissatisfaction with the program. Overall, satisfaction with the Technology Commercialization Program is similar to that observed in last year's study.

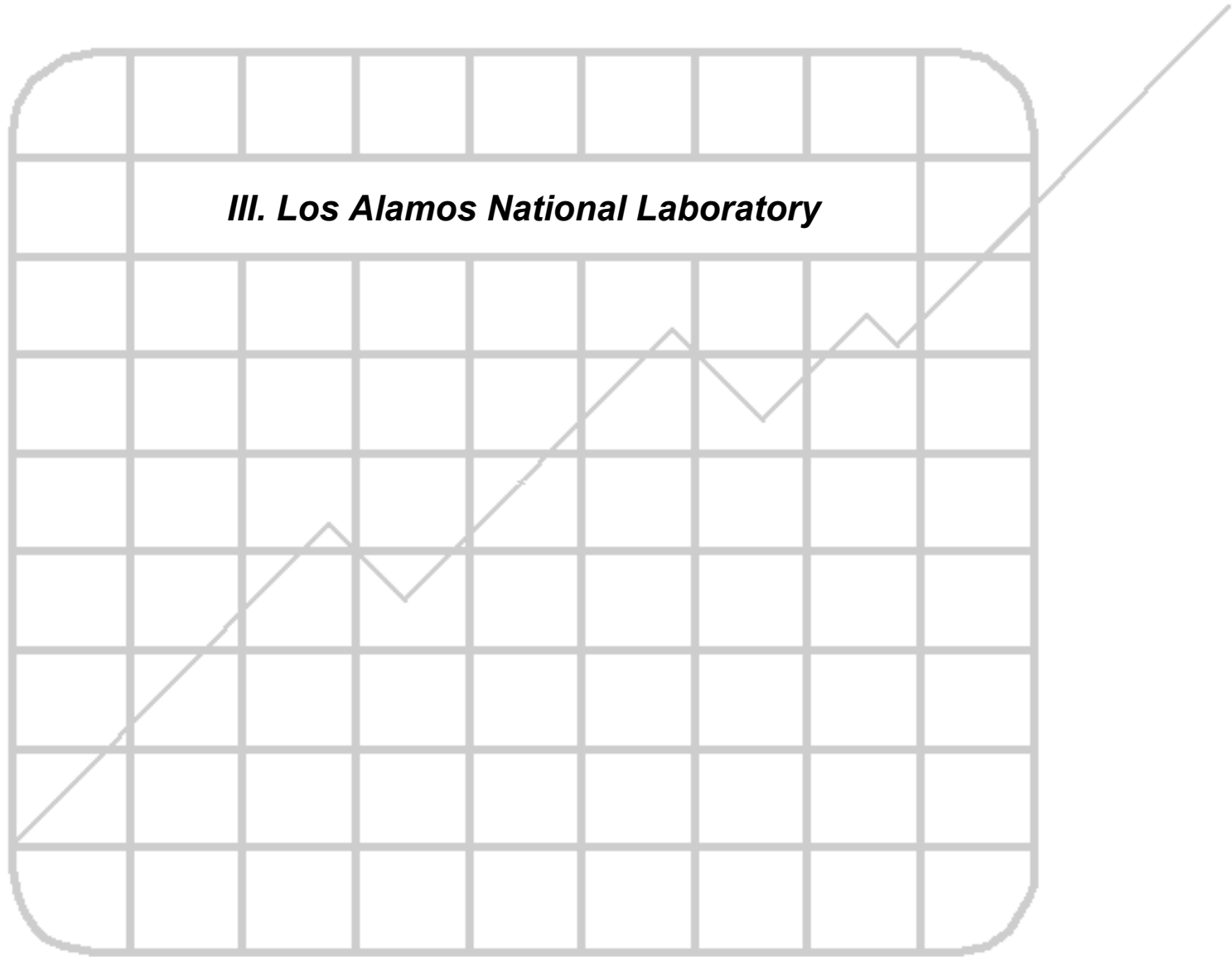


Major Problems Facing the Community (Unaided Responses)

Question 1: What would you say is the biggest problem facing your community today?

	Total Sample (N=199)		Total Sample (N=199)		Total Sample (N=199)
Educational system is poor	24%	Telecommunications/fiber optic cables	2%	Not enough doctors available	1%
Water shortages/reserves	22%	Land development out of control	2%	Economic development away from LANL	1%
Lack of economic opportunities	15%	Transportation needs	2%	Lack of guidance/assistance for youth	*
Illegal drug use	12%	Sewers/drains - infrastructure	2%	Low pay for teachers	*
Economic diversification	9%	Lack of downtown	1%	Homeless	*
Cost of housing is high/unreasonable	9%	Healthcare reform	1%	Lack of early childhood care	*
Non-availability of good jobs	8%	Congestion	1%	More fundraising for Girl Scouts	*
Economic instability	7%	Availability of mental health counseling	1%	Foster care system	*
Lack of training for good jobs/unemployed	6%	Local government budget deficit	1%	Health of people	*
Government/political leadership is incompetent	5%	Growing too big/too fast	1%	Lack of hotels	*
Future school funding	5%	Quality of school facilities	1%	Freeing up BLM land	*
Roads/streets/highways are bad	4%	Fire/risk of fire	1%	Global warming	*
Low wages	4%	Lack of career counseling for youth	1%	Lack of youth activities	*
Water quality/pollution	4%	Zoning changes	1%	Future of the labs	*
Poverty	3%	Fire restrictions	1%	Development of rail yards	*
Youth problems	3%	Invasion of the human mind by corporate propaganda	1%	Building of a convention center	*
Lack of employment/unemployment	3%	Lack of shopping	1%	Creation and retention of businesses	*
Alcoholism	3%	Drop out rate/high school	1%	Better access to labs/responsiveness	*
Quality of teachers	3%	Gangs	1%	Need central waste disposal	*
Availability of low income/affordable homes	3%	Decline of family values	1%	Water infrastructure/sewer lines	*
Not enough private businesses	2%	Alcohol abuse/underage use	1%	Lack of housing	*
Violent crime	2%	Neighbors breaking fencing around native land	1%	Forest fires	*
Master planning	2%	Don't have city water utilities	1%	Having a definite water plan	*
Crime rate is high	2%	No community involvement	1%	Antagonistic attitude of city council toward business	*
Cost of living is high/unreasonable	2%	New Mexico people are leaving	1%	Don't know/won't say	2%
Domestic violence/family problems	2%	Parenting skills	1%		
Lack of skilled labor/labor force	2%	Anxiety over gross receipt tax for non-profit agencies	1%		
Lack of affordable business space	2%	Worry over prime contractor changes	1%		
Lack of science/math	2%	Dealing with comprehensive downtown	1%		
DWI rate high	2%	Competition of Lab's plans	1%		

Note: The sum of the percentages exceeds 100% due to multiple responses.



Impression of Los Alamos National Laboratory

Question 2: Generally, what is your impression of Los Alamos National Laboratory? Using a 5-point scale in which 5 is very favorable and 1 is very unfavorable, what is your impression of Los Alamos National Laboratory?

	Total Sample (N=199)	County				Organizational Sector				
		Los Alamos	Rio Arriba	Santa Fe	Other New Mexico	Government	Economic/Business	Education	Tribal	Special Interest Groups
5 - Very favorable	27%	34%	27%	31%	11%	27%	30%	25%	20%	17%
4	35%	33%	44%	25%	51%	36%	28%	56%	-	50%
3	26%	22%	22%	30%	30%	27%	30%	16%	60%	-
2	6%	8%	5%	7%	-	9%	6%	-	-	17%
1 - Very unfavorable	2%	2%	-	3%	3%	-	1%	3%	-	17%
Don't know/won't say	3%	2%	2%	3%	5%	-	4%	-	20%	-
Mean †	3.8	3.9	4.0	3.8	3.7	3.8	3.8	4.0	3.5	3.3

† The mean score is derived by taking the average score based on the 5-point scale. The very favorable response is assigned a value of 5; the very unfavorable response is assigned a value of 1, etc. The "don't know/won't say" responses are excluded from the calculation of the mean.

Evaluation of LANL as a Corporate Citizen in Community

Question 3: Companies, like individuals, can be members of the community. How would you rate Los Alamos National Laboratory as a corporate citizen in your community? Please use a 5-point scale where 5 means Los Alamos National Laboratory is outstanding and 1 means they are unacceptable.

	Total Sample (N=199)	County				Organizational Sector				
		Los Alamos	Rio Arriba	Santa Fe	Other New Mexico	Government	Economic/Business	Education	Tribal	Special Interest Groups
5 - Outstanding	16%	11%	19%	17%	16%	11%	18%	16%	40%	-
4	24%	20%	28%	23%	27%	25%	22%	34%	-	17%
3	35%	41%	38%	30%	31%	41%	36%	38%	20%	-
2	17%	21%	7%	19%	14%	16%	16%	6%	-	67%
1 - Unacceptable	6%	7%	2%	8%	6%	5%	6%	6%	-	17%
Don't know/won't say	3%	-	6%	3%	5%	2%	2%	-	40%	-
Mean †	3.3	3.1	3.6	3.2	3.3	3.2	3.3	3.5	4.3	2.2

† The mean score is derived by taking the average score based on the 5-point scale. The outstanding response is assigned a value of 5; the unacceptable response is assigned a value of 1, etc. The "don't know/won't say" responses are excluded from the calculation of the mean.

Evaluation of Specific LANL Attributes: Educational Programs Offered by LANL

Question 4: I'm going to read you a list of items about Los Alamos National Laboratory and please tell me how satisfied you are with each one. Would you say you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied? **[The educational programs offered by Los Alamos National Laboratory]**

	Total Sample (N=199)	County				Organizational Sector				
		Los Alamos	Rio Arriba	Santa Fe	Other New Mexico	Government	Economic/Business	Education	Tribal	Special Interest Groups
Very satisfied	24%	24%	28%	15%	39%	25%	21%	38%	20%	-
Somewhat satisfied	34%	46%	36%	28%	31%	30%	35%	44%	20%	33%
Somewhat dissatisfied	13%	5%	15%	17%	10%	18%	11%	3%	20%	33%
Very dissatisfied	4%	2%	2%	4%	8%	2%	1%	6%	20%	17%
Don't know/won't say	25%	24%	19%	36%	11%	25%	32%	9%	20%	17%

Evaluation of Specific LANL Attributes: Efforts in Encouraging New Business to Relocate

Question 5: I'm going to read you a list of items about Los Alamos National Laboratory and please tell me how satisfied you are with each one. Would you say you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied? **[The efforts of the University of California and Los Alamos National Laboratory during the last year in encouraging new business to relocate to northern New Mexico]**

	Total Sample (N=199)	County				Organizational Sector				
		Los Alamos	Rio Arriba	Santa Fe	Other New Mexico	Government	Economic/Business	Education	Tribal	Special Interest Groups
Very satisfied	10%	9%	17%	7%	8%	7%	13%	13%	-	-
Somewhat satisfied	33%	34%	42%	28%	32%	39%	30%	41%	40%	-
Somewhat dissatisfied	20%	38%	17%	13%	13%	27%	20%	6%	20%	33%
Very dissatisfied	13%	8%	11%	17%	12%	11%	15%	6%	-	33%
Don't know/won't say	24%	10%	13%	36%	35%	16%	22%	34%	40%	33%

**Evaluation of Specific LANL Attributes:
Effort to Purchase More Goods/Services From Businesses in Northern New Mexico Communities**

Question 6: I'm going to read you a list of items about Los Alamos National Laboratory and please tell me how satisfied you are with each one. Would you say you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied? [Los Alamos National Laboratory's effort to purchase more goods and services from businesses in northern New Mexico communities]

	Total Sample (N=199)	County				Organizational Sector				
		Los Alamos	Rio Arriba	Santa Fe	Other New Mexico	Government	Economic/Business	Education	Tribal	Special Interest Groups
Very satisfied	10%	11%	14%	9%	6%	2%	16%	9%	-	-
Somewhat satisfied	29%	30%	36%	26%	25%	41%	25%	25%	40%	17%
Somewhat dissatisfied	24%	27%	30%	21%	17%	30%	21%	16%	20%	50%
Very dissatisfied	12%	19%	9%	10%	5%	14%	13%	-	-	33%
Don't know/won't say	26%	13%	10%	33%	47%	14%	25%	50%	40%	-

**Evaluation of Specific LANL Attributes:
Efforts to Provide Equal Employment Opportunities for Qualified Residents of Northern New Mexico**

Question 7: I'm going to read you a list of items about Los Alamos National Laboratory and please tell me how satisfied you are with each one. Would you say you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied? [University of California and Los Alamos National Laboratory's efforts to provide equal employment opportunities for all qualified residents of northern New Mexico in the last year]

	Total Sample (N=199)	County				Organizational Sector				
		Los Alamos	Rio Arriba	Santa Fe	Other New Mexico	Government	Economic/Business	Education	Tribal	Special Interest Groups
Very satisfied	24%	39%	18%	22%	16%	18%	34%	16%	20%	-
Somewhat satisfied	44%	49%	52%	39%	39%	57%	38%	44%	40%	50%
Somewhat dissatisfied	11%	3%	13%	12%	15%	11%	7%	25%	-	-
Very dissatisfied	7%	-	8%	12%	5%	7%	3%	3%	20%	50%
Don't know/won't say	14%	9%	8%	15%	25%	7%	19%	13%	20%	-

Evaluation of Specific LANL Attributes: Efforts to Listen to Community Concerns

Question 8: I'm going to read you a list of items about Los Alamos National Laboratory and please tell me how satisfied you are with each one. Would you say you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied? **[University of California and Los Alamos National Laboratory's efforts to listen to the concerns of your community]**

	Total Sample (N=199)	County				Organizational Sector				
		Los Alamos	Rio Arriba	Santa Fe	Other New Mexico	Government	Economic/Business	Education	Tribal	Special Interest Groups
Very satisfied	25%	24%	35%	25%	15%	27%	26%	28%	20%	-
Somewhat satisfied	37%	35%	40%	34%	46%	41%	38%	44%	20%	17%
Somewhat dissatisfied	19%	28%	14%	18%	14%	16%	19%	19%	20%	33%
Very dissatisfied	11%	9%	4%	14%	12%	9%	11%	3%	-	50%
Don't know/won't say	8%	4%	6%	9%	13%	7%	7%	6%	40%	-

Evaluation of Specific LANL Attributes: Efforts to Respond to Community Concerns

Question 9: I'm going to read you a list of items about Los Alamos National Laboratory and please tell me how satisfied you are with each one. Would you say you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied? **[University of California and Los Alamos National Laboratory's efforts to respond to the concerns of your community]**

	Total Sample (N=199)	County				Organizational Sector				
		Los Alamos	Rio Arriba	Santa Fe	Other New Mexico	Government	Economic/Business	Education	Tribal	Special Interest Groups
Very satisfied	12%	11%	16%	13%	6%	11%	15%	6%	20%	-
Somewhat satisfied	36%	49%	44%	24%	33%	32%	37%	53%	-	17%
Somewhat dissatisfied	27%	19%	25%	34%	31%	30%	23%	31%	40%	33%
Very dissatisfied	13%	12%	9%	15%	11%	11%	14%	3%	-	50%
Don't know/won't say	12%	8%	6%	14%	19%	16%	11%	6%	40%	-

Evaluation of Specific LANL Attributes: Overall Impact on the Economy of Community

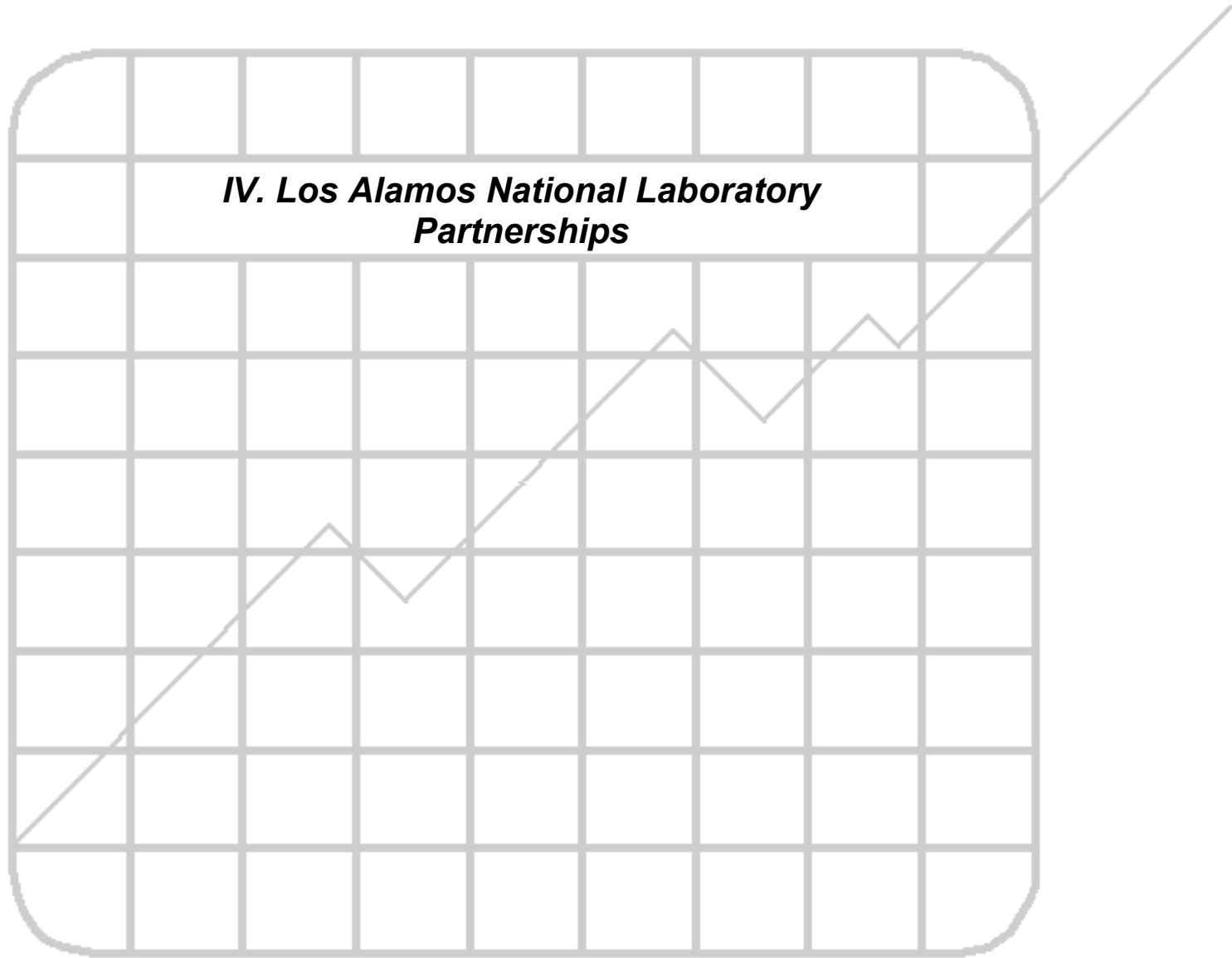
Question 10: I'm going to read you a list of items about Los Alamos National Laboratory and please tell me how satisfied you are with each one. Would you say you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied? **[The overall impact that the University of California and Los Alamos National Laboratory have had on the economy of your community]**

	Total Sample (N=199)	County				Organizational Sector				
		Los Alamos	Rio Arriba	Santa Fe	Other New Mexico	Government	Economic/Business	Education	Tribal	Special Interest Groups
Very satisfied	46%	54%	49%	50%	24%	41%	54%	50%	-	17%
Somewhat satisfied	33%	41%	27%	32%	34%	36%	30%	41%	20%	33%
Somewhat dissatisfied	10%	2%	10%	10%	19%	11%	7%	6%	20%	33%
Very dissatisfied	6%	2%	9%	3%	13%	5%	3%	3%	40%	17%
Don't know/won't say	5%	2%	5%	5%	9%	7%	5%	-	20%	-

**Evaluation of Specific LANL Attributes:
Participation in Regional Education, Public Health & Other Community Initiatives**

Question 11: I'm going to read you a list of items about Los Alamos National Laboratory and please tell me how satisfied you are with each one. Would you say you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied? [The University of California's Northern New Mexico Office participation in regional education, public health, and other community initiatives]

	Total Sample (N=199)	County				Organizational Sector				
		Los Alamos	Rio Arriba	Santa Fe	Other New Mexico	Government	Economic/Business	Education	Tribal	Special Interest Groups
Very satisfied	20%	28%	21%	13%	22%	18%	19%	31%	-	17%
Somewhat satisfied	34%	35%	40%	33%	23%	39%	34%	41%	20%	-
Somewhat dissatisfied	14%	15%	17%	12%	17%	25%	13%	3%	20%	17%
Very dissatisfied	10%	9%	6%	14%	8%	-	9%	6%	40%	50%
Don't know/won't say	22%	13%	16%	28%	30%	18%	26%	19%	20%	17%



Effectiveness of LANL Partnerships with Local Governments in Northern New Mexico

Question 12: Generally, how would you rate the effectiveness of Los Alamos National Laboratory partnerships with **[local governments in northern New Mexico]** in an effort to improve the region? Would you say these partnerships have been very effective, somewhat effective, somewhat ineffective, or very ineffective?

	Total Sample (N=199)	County				Organizational Sector				
		Los Alamos	Rio Arriba	Santa Fe	Other New Mexico	Government	Economic/Business	Education	Tribal	Special Interest Groups
Very effective	16%	9%	23%	18%	13%	16%	16%	13%	20%	17%
Somewhat effective	38%	52%	41%	25%	43%	43%	35%	47%	40%	17%
Somewhat ineffective	23%	27%	17%	23%	26%	32%	19%	16%	20%	50%
Very ineffective	8%	5%	6%	12%	3%	7%	10%	3%	-	17%
Don't know/won't say	15%	7%	13%	22%	16%	2%	21%	22%	20%	-

Effectiveness of LANL Partnerships with Business Community in Northern New Mexico

Question 13: Generally, how would you rate the effectiveness of Los Alamos National Laboratory partnerships with **[business community in northern New Mexico]** in an effort to improve the region? Would you say these partnerships have been very effective, somewhat effective, somewhat ineffective, or very ineffective?

	Total Sample (N=199)	County				Organizational Sector				
		Los Alamos	Rio Arriba	Santa Fe	Other New Mexico	Government	Economic/Business	Education	Tribal	Special Interest Groups
Very effective	11%	6%	14%	10%	17%	2%	16%	16%	-	-
Somewhat effective	42%	45%	48%	42%	33%	59%	36%	41%	40%	33%
Somewhat ineffective	26%	32%	24%	20%	34%	27%	25%	25%	20%	33%
Very ineffective	9%	12%	7%	10%	-	7%	13%	-	-	17%
Don't know/won't say	12%	6%	6%	18%	17%	5%	11%	19%	40%	17%

Effectiveness of LANL Partnerships with School Districts & Educational Agencies in Northern New Mexico

Question 14: Generally, how would you rate the effectiveness of Los Alamos National Laboratory partnerships with **[school districts and educational agencies in northern New Mexico]** in an effort to improve the region? Would you say these partnerships have been very effective, somewhat effective, somewhat ineffective, or very ineffective?

	Total Sample (N=199)	County				Organizational Sector				
		Los Alamos	Rio Arriba	Santa Fe	Other New Mexico	Government	Economic/Business	Education	Tribal	Special Interest Groups
Very effective	26%	31%	20%	23%	33%	18%	27%	44%	-	17%
Somewhat effective	34%	43%	41%	29%	24%	43%	31%	31%	20%	33%
Somewhat ineffective	13%	12%	13%	12%	20%	18%	9%	16%	20%	17%
Very ineffective	9%	6%	9%	12%	3%	7%	8%	6%	-	33%
Don't know/won't say	18%	8%	18%	25%	20%	14%	25%	3%	60%	-

Effectiveness of LANL Partnerships with Tribal Governments/Agencies

Question 15: Generally, how would you rate the effectiveness of Los Alamos National Laboratory partnerships with **[tribal governments and tribal agencies]** in an effort to improve the region? Would you say these partnerships have been very effective, somewhat effective, somewhat ineffective, or very ineffective?

	Total Sample (N=199)	County				Organizational Sector				
		Los Alamos	Rio Arriba	Santa Fe	Other New Mexico	Government	Economic/Business	Education	Tribal	Special Interest Groups
Very effective	10%	10%	22%	8%	3%	14%	7%	9%	20%	17%
Somewhat effective	27%	35%	22%	20%	36%	36%	26%	16%	60%	17%
Somewhat ineffective	7%	13%	2%	6%	6%	9%	6%	6%	-	17%
Very ineffective	5%	3%	6%	7%	-	-	6%	3%	-	17%
Don't know/won't say	51%	39%	47%	60%	54%	41%	54%	66%	20%	33%

Effectiveness of LANL Partnerships with State Government Agencies

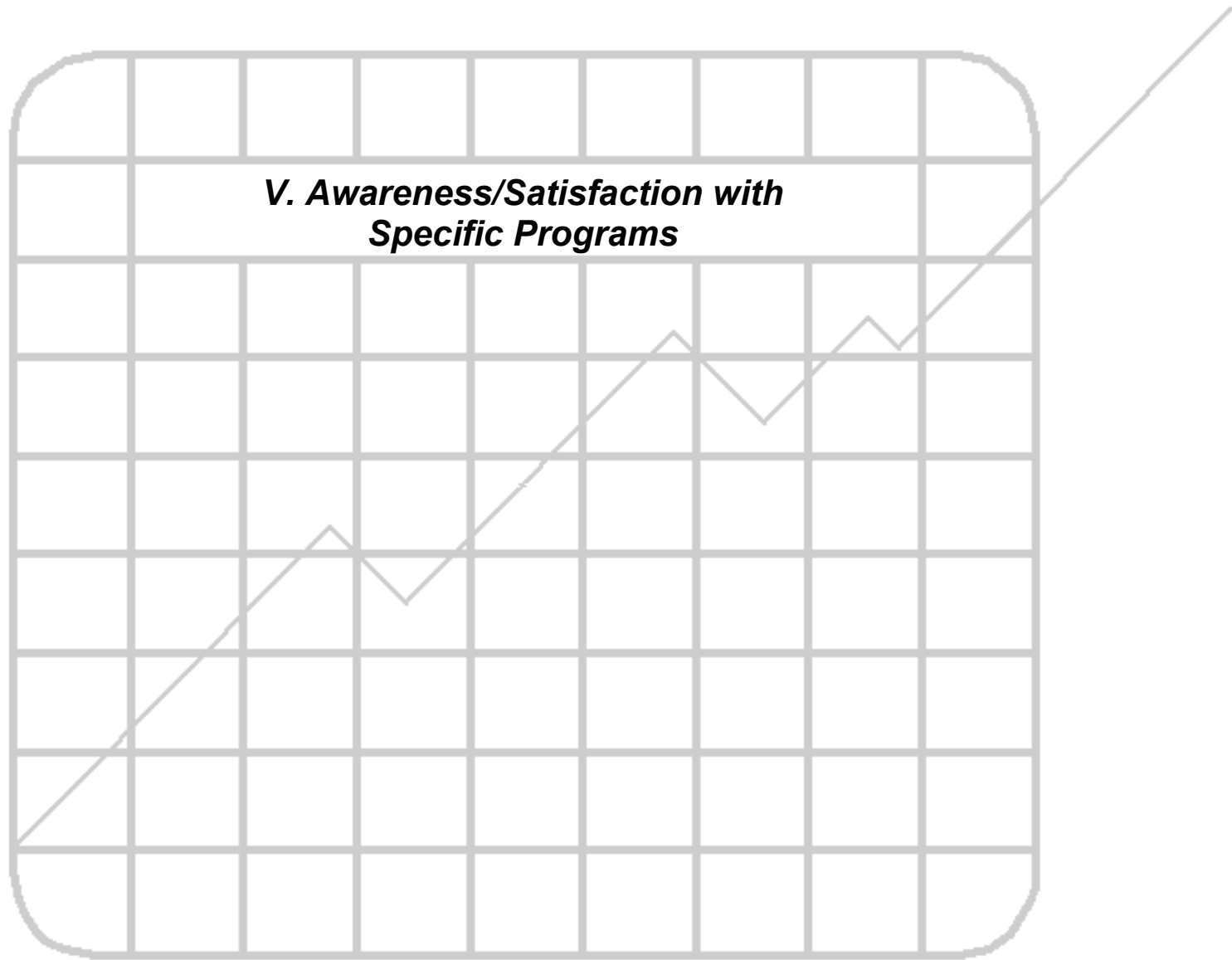
Question 16: Generally, how would you rate the effectiveness of Los Alamos National Laboratory partnerships with **[state government agencies]** in an effort to improve the region? Would you say these partnerships have been very effective, somewhat effective, somewhat ineffective, or very ineffective?

	Total Sample (N=199)	County				Organizational Sector				
		Los Alamos	Rio Arriba	Santa Fe	Other New Mexico	Government	Economic/Business	Education	Tribal	Special Interest Groups
Very effective	14%	7%	28%	12%	15%	11%	12%	28%	-	17%
Somewhat effective	30%	31%	22%	31%	35%	45%	23%	28%	40%	17%
Somewhat ineffective	14%	27%	7%	12%	3%	20%	11%	9%	-	33%
Very ineffective	5%	6%	-	9%	3%	5%	4%	6%	-	17%
Don't know/won't say	37%	30%	42%	36%	43%	18%	50%	28%	60%	17%

Effectiveness of LANL Partnerships with State Legislature

Question 17: Generally, how would you rate the effectiveness of Los Alamos National Laboratory partnerships with [the state legislature] in an effort to improve the region? Would you say these partnerships have been very effective, somewhat effective, somewhat ineffective, or very ineffective?

	Total Sample (N=199)	County				Organizational Sector				
		Los Alamos	Rio Arriba	Santa Fe	Other New Mexico	Government	Economic/Business	Education	Tribal	Special Interest Groups
Very effective	17%	9%	34%	12%	18%	14%	13%	28%	20%	17%
Somewhat effective	28%	29%	25%	23%	41%	41%	21%	28%	40%	17%
Somewhat ineffective	14%	24%	4%	12%	13%	11%	14%	19%	-	17%
Very ineffective	6%	6%	-	11%	3%	14%	4%	-	-	17%
Don't know/won't say	36%	32%	37%	43%	25%	20%	47%	25%	40%	33%



Satisfaction with Efforts of LANL Foundation

Question 18: How satisfied are you with the efforts of the Los Alamos National Laboratory Foundation? Are you very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied?

	Total Sample (N=199)	County				Organizational Sector				
		Los Alamos	Rio Arriba	Santa Fe	Other New Mexico	Government	Economic/Business	Education	Tribal	Special Interest Groups
Very satisfied	20%	16%	26%	17%	25%	18%	19%	38%	-	-
Somewhat satisfied	38%	40%	46%	29%	40%	52%	33%	38%	60%	-
Somewhat dissatisfied	13%	18%	8%	14%	9%	14%	12%	6%	-	50%
Very dissatisfied	8%	5%	4%	13%	6%	-	10%	6%	-	33%
Don't know/won't say	21%	20%	15%	27%	21%	16%	27%	13%	40%	17%

Satisfaction with LANL Communications

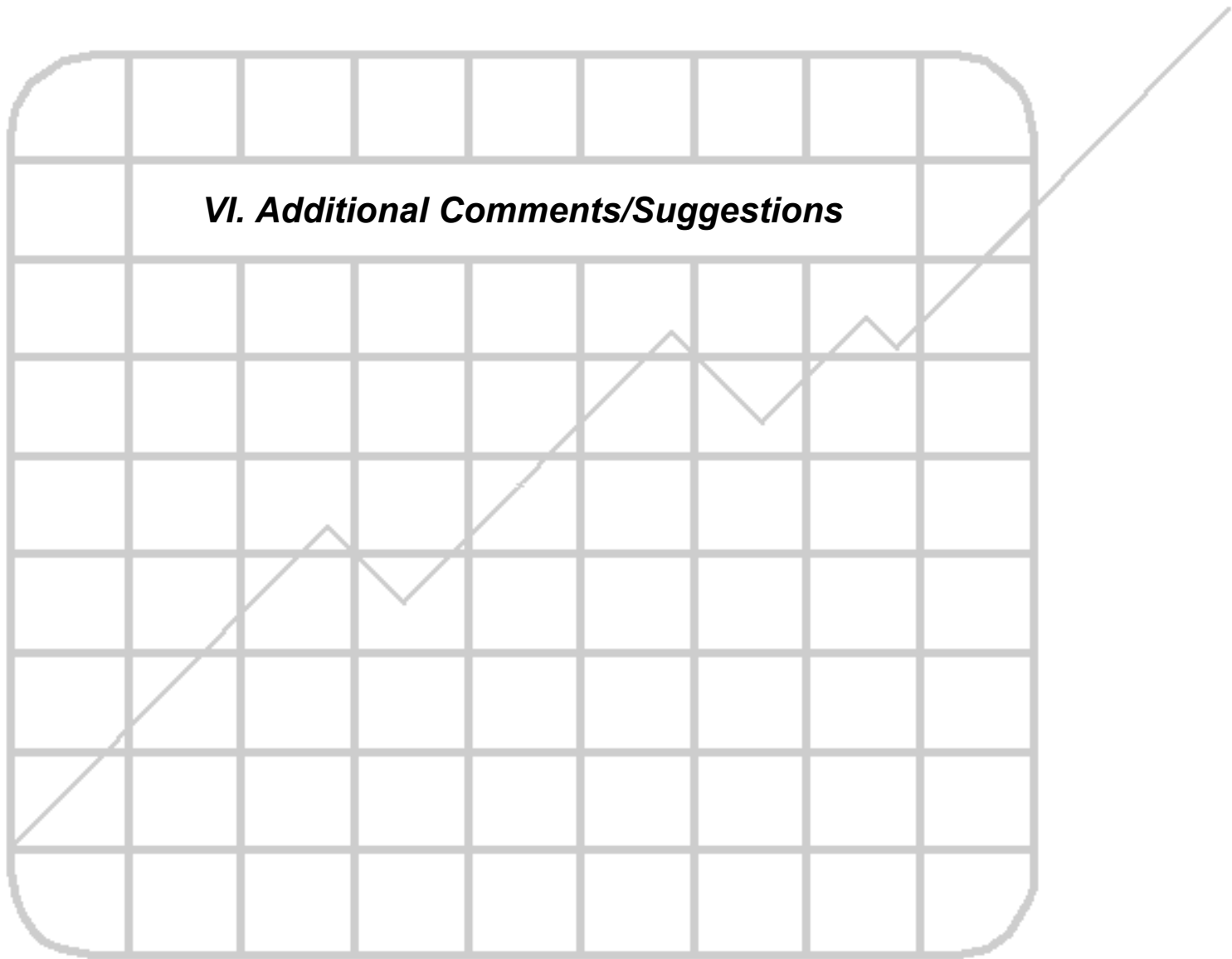
Question 19: Overall, how satisfied are you with LANL communications? Would you say you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied?

	Total Sample (N=199)	County				Organizational Sector				
		Los Alamos	Rio Arriba	Santa Fe	Other New Mexico	Government	Economic/Business	Education	Tribal	Special Interest Groups
Very satisfied	24%	25%	30%	19%	30%	25%	25%	31%	20%	-
Somewhat satisfied	38%	43%	48%	30%	38%	34%	40%	41%	60%	17%
Somewhat dissatisfied	21%	18%	8%	28%	23%	25%	18%	22%	-	33%
Very dissatisfied	12%	11%	7%	18%	6%	9%	13%	6%	-	50%
Don't know/won't say	5%	4%	6%	5%	2%	7%	4%	-	20%	-

Satisfaction with Technology Commercialization Program

Question 20: How satisfied are you with the Technology Commercialization program? Are you very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied?

	Total Sample (N=199)	County				Organizational Sector				
		Los Alamos	Rio Arriba	Santa Fe	Other New Mexico	Government	Economic/Business	Education	Tribal	Special Interest Groups
Very satisfied	14%	3%	20%	14%	20%	16%	12%	19%	20%	-
Somewhat satisfied	28%	40%	29%	25%	15%	34%	29%	22%	-	33%
Somewhat dissatisfied	14%	17%	12%	11%	17%	16%	13%	9%	20%	17%
Very dissatisfied	8%	10%	-	10%	6%	7%	11%	-	-	17%
Don't know/won't say	37%	30%	39%	39%	42%	27%	36%	50%	60%	33%



Question 21: Do you have any comments or suggestions regarding the Technology Commercialization program?

Communication/Information

- Would like more information.
- We need to hear more about it. Need better communication.
- Would be nice to know what is available.
- Publicize it.
- Would like communication between Santa Fe and LANL.
- Need more publicity, like through Wall St. Journal, etc.
- Let masses as a whole know what's happening. Better communication to public.
- Not familiar with it.
- Better communication.
- Unaware of any progress or of anything that has been done.
- Unfamiliar with program.
- It appears that the county has taken the lead in that. Lab needs to publicize their role and successes more.
- Would like more information on the program.
- Started off well but we have had no communication with LANL for about 4 years. We don't even know who the outreach people are and I used to be on the board.
- More public relations.
- I don't know much about this program.
- Get the word out.
- LANL needs better public relations. The local citizens are not aware of what they are doing. What message are you using and what are they doing?
- No knowledge of program.
- Needs more information about the program.
- Don't know enough about it.
- Let people be aware.
- More information and communication regarding the technology commercialization program.
- No, except more visibility of the program and more information.
- Could benefit from better communication.
- Not until learn about it.
- A lot of the community does not know about tech. commercialization program. Need to do a better job of being more visible.
- I'm not familiar with it. Perhaps a little more info is needed from LANL.

...continued

Question 21: Do you have any comments or suggestions regarding the Technology Commercialization program?

Positive Comments

- I love it.
- Really good for local residents and should be increased.
- Very supportive.
- Keep up good work.
- Dianna Smith is wonderful. Given more money, more funding she can do better things. She needs more resources. She can do it.
- My perception is LANL works hard to integrate the latest technology into non-weaponry and into improving business opportunities.
- Some are doing awesome business in bold entrepreneurial ways. I hope for continued entrepreneurial opportunities for Northern New Mexico.
- Keep it up! I know you are trying to integrate more existing New Mexico businesses into that effort.
- A wonderful program. Young people are developing their own technological interests from LANL's basic teachings and support.
- Keep it up.
- Keep up the good work.

Question 21: Do you have any comments or suggestions regarding the Technology Commercialization program?

Availability/Involvement

- They could do more. Roll out their technology by making it available to small businesses in Northern New Mexico.
- I think my suggestion is to not go it alone, to work with other facilities. They will see a synergism develop with tech transfer groups.
- I liked it when they were more involved with the small business community.
- For LANL to work closely with community organizations.
- Need to place more emphasis on Northern Communities and tribes.
- Like to see better development outside tech office to rest of labs.
- Huge growth area. Lots of opportunities. Want to see more of it.
- Need to work closer with local community. Strengthen regional development.
- Room for improved relationships and better transfer of technology in community.
- Would like to see more involvement in implementing technology for finding funding.
- Could be more effective on the outside. Design is good but no way to market on the outside.
- Encourage high school students with educational and technical programs. The drop out rate is too high so we need stronger effort and long term effort.
- Focus more on Northern New Mexico.
- There needs to be specific outreach to greater number of interest groups.
- Yes, you should more aggressively gauge the surrounding community as opposed to trying to accomplish all your objectives internally in the lab.
- Be more community oriented.

Question 21: Do you have any comments or suggestions regarding the Technology Commercialization program?

Economic Development

- More aggressive in pursuit of businesses who could use their technology.
- Has not worked too well. Technology is in its infancy. Small business has difficulty going with a business idea because cost of licensing is too high. I tried to get business started and licensing would have cost \$25,000 and we couldn't do it.
- Continue the MBA internship program. Follow the lead of businesses, in terms of commercialization and qualified business should take the lead rather than LANL.
- LANL could be far more effective commercially than technically if they focused on more smaller innovative companies, rather than big corporations who are generally slow moving. Prime example, Manhattan Scientific.
- Need to cooperate with Los Alamos Commerce and Development LACDC.
- Pick useful economic development goals and then achieve them. Reward people who meet the goal rather than attendance issues. Do something! Local economic development has to work well to increase product and provide employment for spouses. Schools need to be worthy of attendance.
- Needs to be more focused on business fundamentals and how to apply to business, not just on creating the technology.
- If it supports and develops and funds a technology incubation for small business in Taos it would be extremely successful.
- Be more empathetic to small business needs and focus on assisting small business to acquire lab technology.
- More proactive participation in equity in NM companies that receive technology from the lab.

Question 21: Do you have any comments or suggestions regarding the Technology Commercialization program?

Other

- Imperative; wish there was more state support.
- Need better patent legal team that can advise entrepreneur how to navigate with patents, cost associated with foreign patents, what we need and don't need.
- Must stay in New Mexico.
- Needs to focus more on renewable energy sources.
- Based on what they used to do, it's not good.
- There should be more active engagements with research university. Need to be much more supportive with E.P.S.C.O.N.
- LANL needs to work on being more responsive because their bureaucracy gets in the way. It is too large, too slow for transfer to the New Mexico business sector.
- Move start-ups "off the hill."
- I support the lab to share classified technology.
- Tech commercialization should use the best business practice and more array from incredulous bureaucracy and time consumption between the potential commercial product and intro into market place.
- Up to community to do this.
- U of C needs to change policies to allow more flexibility, like other national labs, in the transfer of technology to the private sector.
- All talk no action.
- It's not going as good as it should, but in time it will gain momentum.
- Must be able to cut through bureaucracy in a timely fashion, to complete technology commercialization program in the private sector.
- I don't know enough about technology commercialization program.
- They should disband the office and start over again. Hire people with expertise in technology commercialization rather than the existing crew.
- Real definite policies are needed. No definition, nobody knows what they want to do. Need clear policies regarding what they want or don't want.
- Invest in education opportunities. Mentorship is an excellent way. LANL is doing the best under the circumstances they are put under. A fine line between the need and mandate for security. A difficult balancing act.
- It's difficult to come up with the commercialization of technology when being required to invent more powerful weapons.
- I believe other university driven labs have found a successful way of successfully promoting development of intellectual properties to make money to reinforce programs. I suspect DOE has such strong constrictions for U of C it's difficult to make the most of opportunities with financial properties.
- UNM has got an agreement regarding intellectual properties jointly between them and LANL and U of C. It has taken more than 3 years to accomplish this. It is the same agreement we have with Sandia Labs. It is painful to work with LANL but good results are obtained.
- I would like to see them start collaborating more with institutions of higher learning in New Mexico.
- The commercialization of patents held by LANL needs to be more advanced.
- They had a program that used to advance technologies toward commercialization. Need to reinstate it.
- The bureaucracy of LANL is very cumbersome. Anything they can do to streamline would be helpful.

...continued

Question 22: Do you have any other comments or suggestions that you would like to make on the University of California or Los Alamos National Laboratory's efforts in improving community involvement, regional economic development, or education outreach efforts?

Communication

- Become more aware of all of the above. I would like to be included in workshops so it would benefit my clients.
- Need a newsletter about what they're doing in our communities to Chamber of Commerce - maybe in email as well.
- I think those efforts in Taos, Santa Fe, Española need to have better public relations so community is aware of what they are doing. People in New Mexico feel like a colony. This is a hurdle for LANL to get over. U of C has run Los Alamos like a colony.
- Need better publicity as to what they do for communities.
- They need better communication from upper management at LANL with the local community.
- Need better communication; they are a "closed society" now.
- Better communication, give us more information.
- Provide more information to community about what works and what doesn't. It makes the organization accountable. Owning up to some of the issues they are having difficulty with.
- Publicize more when they are doing it. This call was the first communication I have had.
- Communication is a two-way street. Heavy handed approach - closure of Pajarito Road with no communication - is not appropriate. Regular meetings with more diverse groups of community leaders in New Mexico.
- Better communication through personal presentation. Would be nice to see and interact and get to know LANL representation personally.
- Need more advertising regarding LANL programs. LANL does have some excellent education programs. The word regarding such needs to be out there more.
- If we could get a communication set up so info LANL feels is important gets out. I could then relay the info to the committee. I have not received any communication as of yet.
- Need to better promote your success stories in the media.

Question 22: Do you have any other comments or suggestions that you would like to make on the University of California or Los Alamos National Laboratory's efforts in improving community involvement, regional economic development, or education outreach efforts?

Community Involvement/Interaction

- Encourage and reward lab employees for the extra curricular involvement in community activities.
- Need scholarship programs for private high schools that don't get federal funding.
- Encourage them to interact more with total university system as appropriate.
- More involved with Chamber of Commerce, Santa Fe. Need to participate more with them.
- Wish the foundation was more endowed and could reach out to not-for-profit foundations, particularly in Santa Fe.
- They need to be involved with local communities, like their Chamber of Commerce, the United Way, etc., and they need to support the public schools.
- Top management of LANL should and could be involved in campaigns (non-profit) and boards for fund raising.
- More LANL involvement in development in Northern New Mexico, both corporate and education.
- Continue to help local and non-profit organizations on ways to partner with the local community.
- Impressed with U of C. Impressed with their education outreach efforts.
- They need to work closer with school system in Española Valley.
- Have made great effort to reach out to the community on volunteer basis.
- Think LANL is doing good job on educational efforts and also need mentors to buddy up with students.
- They need more community involvement and more dealing with the pueblo.
- Not enough money is spent by LANL foundation in educational outreach to area districts. No equity there.
- Having opportunities for community suggestions for labs to consider their involvement regarding lab resource, to be used on community issues. Allow labs to assist in community planning. Labs to be more involved. Support more K-12 students and teachers. Share lab expertise and knowledge more with community.
- People outside the lab trying to improve issues; make it worth their time to improve them. Be a strong positive in the community, not a negative. Be accountable on projects done with the industry. Work towards economic development and education and it will be a big plus for the lab. Need jobs for spouses too, within the community. Be accountable to the community. Follow through and be an asset, not a liability.
- Lab is trying to do community outreach, that is good effort and needs to strengthen. Employment issue; need to grow our vision in the area, rather than bringing in people from outside the community.
- Lab has done good things in education outreach and should be expanded significantly. Need to put action and become engaged in LACDC and lab.
- Valuable resource, but area is not benefiting like it could. Need more lab involvement in the community.
- Better access to the lab. Need easier access to lab.
- Be more aware of community needs. Be more a part of the community and get involved, open up lab and open up arms to the community and be a part of it and share with us, rather than just sitting up on the hill.
- Spent time with local government and partner better with all government branches.
- Continue providing education about what is going on in the community as far as economic development and education outreach efforts.
- Suggest work more closely with higher education institutions. Don't duplicate programs at LANL that already exist at the colleges and universities.
- More consistent and visible involvement with the Taos community and businesses.
- A little more PR in our community. More outreach to rural communities in Northern New Mexico. We would like their advice on technical and water issues.
- Better working conditions with tribal governments. Serious consideration of conditions of tribal government. Overall, LANL and staff of U of C go through villages to see what improvements are needed. More employment for tribal government personnel.
- The Lab is making an effort to be helpful in the community so I think the scores will certainly go up. This survey is a good step.

...continued

Question 22: Do you have any other comments or suggestions that you would like to make on the University of California or Los Alamos National Laboratory's efforts in improving community involvement, regional economic development, or education outreach efforts?

Community Involvement/Interaction (continued)

- I strongly support the mission at the lab and believe in it. But they should offer the same level of living conditions like they did thirty years ago. They should not be so focused in Northern New Mexico that they have lost sight of Los Alamos. The counseling center shows 30% of clients are low income - very low - with no health insurance. LANL and LANL foundation should be more supportive in that part of community.
- I would like for LANL to partner with the educational efforts in Santa Fe.
- The education outreach programs and outreach personnel that improve education in the New Mexico area is very notable.
- Community outreach is essential. LANL should send paid delegates to all meetings. DWI council should send volunteers to as many forums as possible. It would be nice if LANL would not use all the space for offices. Emphasis on educational opportunities is wonderful but they are not doing enough in Los Alamos as compared to other areas in Northern New Mexico.
- More involved with kids in junior high while they are still in school. See what the lab can do for the kids and what the kids can do for them. Stay with them until they graduate.
- On LANL's part, more outreach and coordinating efforts in communities in the area.
- If lab had more emphasis on helping young employees who come without degrees to get degrees in technical areas so they can be more competitive for higher level positions.
- I wish that Española Valley would get close to the same kind of assistance that Los Alamos gets.
- They need to make contact with us on the reservation. Since I have been in office there has been no outreach for employment recruiting and need high school outreach and outreach in general.
- Continued reaching out to the community and working with other organizations throughout the state.
- Not much participation from LANL in community involvement, regional economic developments, or education outreach.
- Yes, in improving community involvement. I would like to applaud the new director's efforts increasing community involvement.
- Substantive not band-aid approach toward community. Find what community needs, agree what can be done, agree and carry through. What you are doing well continue doing.
- Just keep doing more of all you are doing regarding community involvement, regional economic development, and education outreach efforts.
- Continue forward improvement regarding community involvement and education outreach efforts. Have done some real positive improvement lately.
- Regarding community involvement, need to increase their accessibility and availability in various communities. LANL needs to be more involved to discuss programs and other issues. Need more education outreach.
- Get involved.
- U of C and LANL should stop being discriminatory against people of color and be more truthful with statistics. Give these people an opportunity. Northern New Mexico is still getting the crumbs of the pie. Community involvement: need more public meetings and allow people to talk and LANL to listen.
- There seems to be very little interaction with Southern New Mexico along these lines.
- The community most dependent on success of LANL is Los Alamos. I believe the community of Los Alamos needs to be on the list to talk to when LANL discusses the impact of particular actions. Because there is lots of technical work exported, there is no sense of citizens or corporate community.
- Need more consistent interaction with LANL and ABQ and Santa Fe rather than only during contract signing time. LANL is trying very hard and has made strong efforts to engage in some of the school districts but expectations are raised and then LANL is unable to support them due to lack of funds. There is a dichotomy that exists in education between UNM and LANL.
- I'm not aware of any partnerships or collaboration asked of our universities. Would like to see outreach efforts between U of C and our universities.
- To continue their high school programs in science and math.
- Community involvement, as a result of the fire and John Browne got on TV and told lies. If they can not be honest they can not expect a good relationship with community.

Question 22: Do you have any other comments or suggestions that you would like to make on the University of California or Los Alamos National Laboratory's efforts in improving community involvement, regional economic development, or education outreach efforts?

Economic Development

- Gross receipts tax on non-profit institutions, like Girl Scouts, create a hardship for small institutions while LANL goes without paying gross receipts tax at all as they are under U of C.
- Lab has a tendency to listen but not follow through. They lack a small business advocacy program and our community is made up of small business. Need to put in a strong small business office manned with people who would identify and introduce opportunities to small business in our community.
- LANL needs to pay attention to the effect they have on local business. They need to support local business before going out of county or state.
- Set aside contracts to be sole source to business and tribes in Northern New Mexico.
- Shop local!
- Would like to see university not separate itself from business community by not renting facilities in the community. People go elsewhere when not supported. Need to intermix more with community. Don't cause division. Need to lease from business community.
- Regarding economic development, marginally effective. Lab and their business activities do not understand operations of real partnership.
- Improved job, encourage lab in regional development and bring major carrier to airport and help to bring customers to them. Would help economy greatly in Los Alamos.
- More active involvement in local government, specifically economic development.
- It is an economic driver for Northern New Mexico and the Española Valley in particular.
- Failing to reach out to local community by giving contracts to business in the area. Need to use local architects and builders on projects in the area.
- They can best help through economic development by living up to plans to give purchasing contracts to local businesses. In other words, don't give us fish, teach us how to fish.
- I haven't been there twenty years but what I hear from the small business community is too much paper work. And the community outreach is never finished. It is all put down on paper but never followed through.
- A lot of scientists are good but not very good at business. They need more help from business to succeed.
- Economic development efforts have been scattered and focus changes frequently with personnel changes and makes it difficult for pueblo. Start working with the community on economic development. Lack of focus sheer size and scale of bureaucracy make it difficult.
- I would like to see a stronger focus on regional economical development. I think they do fine with community involvement and education outreach efforts.
- In regional economic development, the lab should better engage existing organizations beyond the regional development corp. in promoting regional economic development.
- U of C: more proactive from university itself. Broader participation of U of C rather than the lab per se. In regards to economic development, the lab changes its business practices away from using traditional Northern New Mexico business. Do a better job communicating benefits to the tax payer in moving away from their traditional business. Quantify the financial gains rather than qualitative gains.
- Need to be more active in the local chamber of commerce. This could garner more respect in becoming personally involved. There needs to be a face on LANL. Community relations people need to get out there more.
- Yes, make economic development part of job performance criteria for senior and mid-level management.
- Need to do more in all areas. Given the large employment base of LANL employees in Española Valley, it is shocking that there has been no appreciable economy, as a result of current federal funding through the labs.

...continued

Question 22: Do you have any other comments or suggestions that you would like to make on the University of California or Los Alamos National Laboratory's efforts in improving community involvement, regional economic development, or education outreach efforts?

Positive Comments

- Educational outreach very positive.
- Doing a great job.
- Pleased with the Foundations Grant Program. Grateful for our grant to dental clinic.
- Keep doing what they're doing because they are doing a wonderful job.
- U of C has done a better job than LANL.
- Keep doing the great job you are doing.
- Relations downtown steering committee are excellent, upward trend is good. Lab is heading in right direction with county.
- They have done everything that they can.
- I appreciate them being here.
- Things happening now are good. Re-examining business practices and communicating with employees, they are on target. Need to continue there. Continue to look at evaluating what role local government should have long term in state, local and lab relationships.
- Appreciate all outreach efforts with the schools.
- What Richard Marquez has started is good. Will look for results in the future.
- Lab is major asset in the community.
- Doing a good job.
- Their educational program is exceptional.
- We whole-heartedly appreciate U of C efforts and hope they continue.
- Keep up the good work.
- Continue doing a good job.
- I know you still have a ways to go but I know LANL is trying. Keep it up. We're here to help.
- You are doing great in all 3 avenues. Keep it up! LANL has contributed more than words can say, when it comes to the community and our economics.
- U of C has been wonderful all these years and LANL has administered the contract well and fairly.
- Very effective with the four accord tribes. Not as involved with the other tribes. Does not work with them in the same way. Lots of LANL outreach is very good.
- Glad to have U of C with LANL. Hope they continue.
- Keep up the good work.
- I think they - LANL - are doing a wonderful job.
- Doing a good job.

...continued

Question 22: Do you have any other comments or suggestions that you would like to make on the University of California or Los Alamos National Laboratory's efforts in improving community involvement, regional economic development, or education outreach efforts?

General Suggestions for Improvement

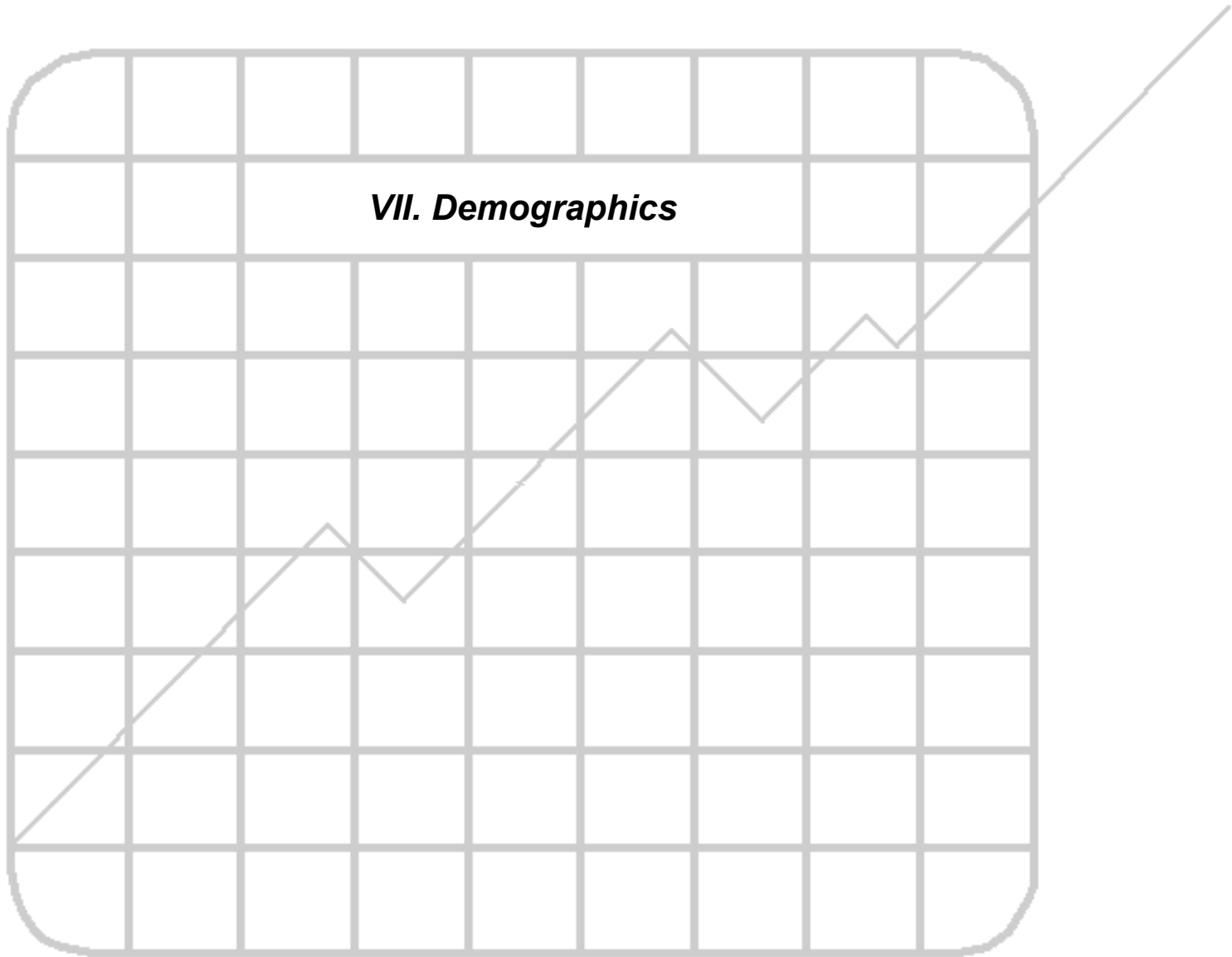
- They have improved, but need to continue and do a lot more. A change would be needed in their entire culture of their organization in order for this to happen.
- They need to have people, high management, working on implementation of projects, rather than middle management, who are ineffective.
- Important to have lab understand the impact that perceived mismanagement has on community.
- We applied for grants for school supplies in Española School System and it was denied. Help the overall quality of the school system to get them off probationary status.
- More is always better.
- Let private business take the lead, provide suggestions. Licensing office needs to become more professional, less hostile to legitimate business deals. Be able to identify legitimate deals in a more professional manner.
- Do a lot of listening but not enough action and they tend to overlook Los Alamos. They hurt the community.
- Plenty of room for improvements. Only spurts, at time of controls.
- Making good effort under Rich Marquez, but people under him are not accomplishing it. It's just not happening. Lots of talk but no real results.
- In 1998, Manhattan Scientific went public and offered LANL a 5% ownership for their use with education outreach and other related benevolent scholarship projects. Unfortunately for LANL employees and surrounding communities this was rejected. In 2000 the company was worth over \$40 million. Clearly, LANL could do well to accept corporate equity, where growth is based on LANL source technologies.
- Yes, working with LANL needs to be easier. Hard to get paid. Need to use local business more, right in the Los Alamos area.
- Do a lot of talking about it but it's not happening.
- Hope the U of C keeps control.
- Need more of it. They also need to take care of Los Alamos town itself.
- An effort to map education system and how to help. (PMEI) Need a person to advise director on common sense on how things look to the community and the county.
- The people who are dedicated to these efforts need to be dedicated 100% to these efforts.
- LANL nuke programs undermine these efforts at root.
- Needs to follow through on previous commitments and recommendations previously made to them.
- Understand labs need to evaluate all programs but the long haul vision doesn't always work. We lose track before accomplished. Need to address more quick fix alternatives possibly.
- Concentrate more on results, not just mechanics.
- They can improve on all these areas.
- Need help in purchasing system. Like to see purchasing work with small business community to involve Northern New Mexico. Current process puts small business at odds with lab purchasing system.
- Individuals in community relations are doing a marvelous job but they are taking over a very broken ship.
- They appear to want to implement programs but I don't see any results.
- Senior staff needs to follow with direction.
- Lip service.
- The attitude of arrogance needs to be stripped down; otherwise, they will lose their contract with DOE. It needs to lose its ivory town image, that the surrounding communities needs the lab more than the lab needs the surrounding community.

...continued

Question 22: Do you have any other comments or suggestions that you would like to make on the University of California or Los Alamos National Laboratory's efforts in improving community involvement, regional economic development, or education outreach efforts?

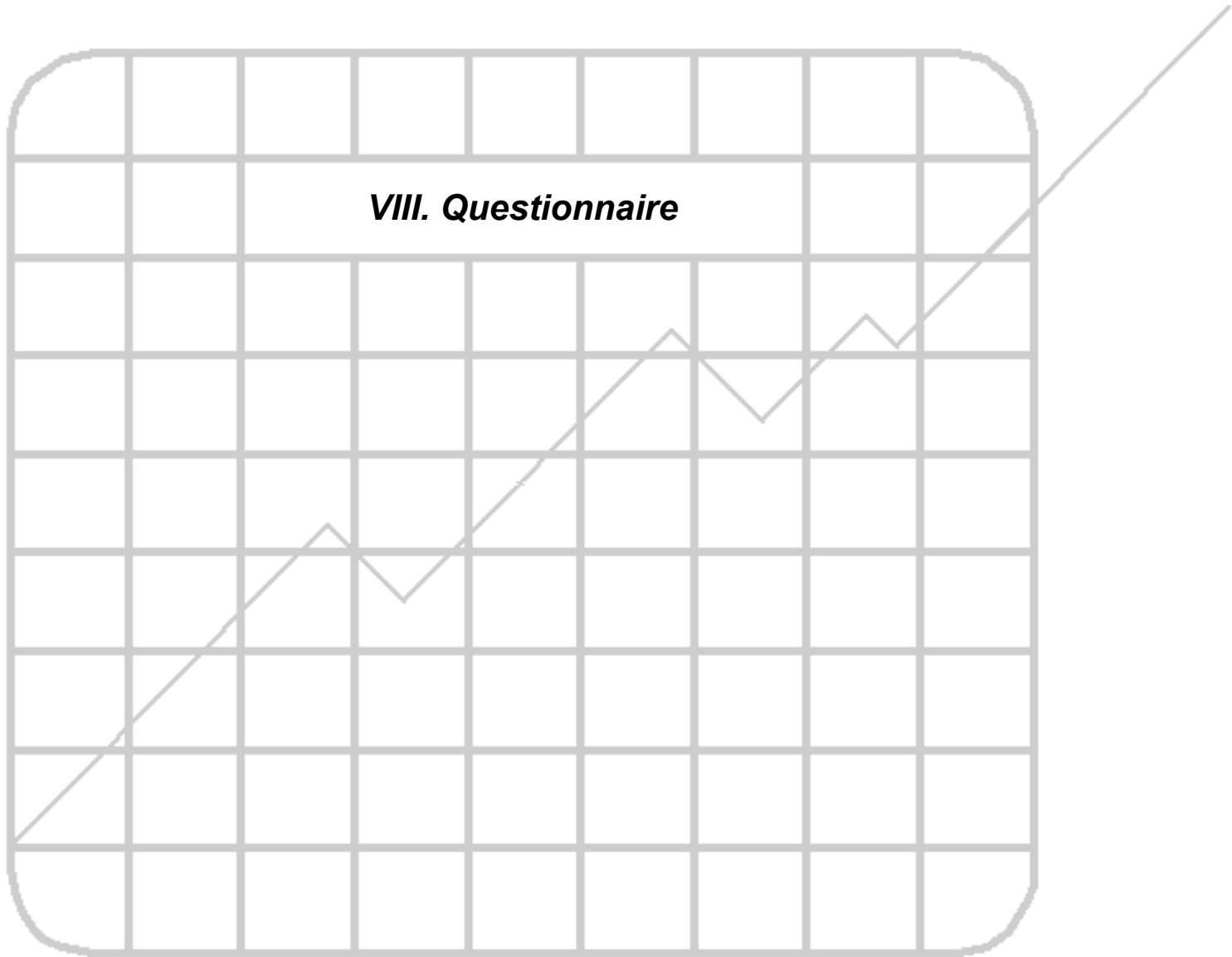
General Suggestions for Improvement (continued)

- Plutonium and other contaminants are leaving the site via the canyon system to the Rio Grande. Discrimination against women and people of color in employment and rate of pay. They do not tell that to the legislature. Limited opportunity for public input. Meetings scheduled during the day and working people cannot attend. There is no partnership with state. The partnership should be with state and the community in order to protect public health and safety.
- Recommend that LANL once again hire people who are familiar with the local governments and can keep them informed on activities at LANL and how they can collaborate better.
- They need more long range planning that is effective.
- During the summer all funds were withdrawn from LANL, so we lost at mid-level our funding which had a huge impact on the pueblo of Cochiti. We have little knowledge of programs at LANL.
- I know little about the lab and their doings.
- Radiation monitors were closed down after the Cerro Grande Fire. We could not get info on the net. Are they trying to hide the level of radiation? Communication works both ways. Environmental issues are too important for the residents that live here.
- Efforts need to be consistent and embraced across the board within LANL.
- LANL does some wonderful things regarding all 3 mentioned in the question. But, at the same time, I have real concerns regarding continued nuclear development by LANL.
- There is always room for improvement. Don't undo what's been done. LANL has taken great steps and still has some ways to go. Look forward to more and continued improvement in these three areas.
- I believe LANL should stop recruiting my Ph.D. employees by recruiting them at much higher wages.
- Very expensive but LANL is trying. Keep going forward in all 3 areas. Be clear about what you will be responsible for doing and then do it.
- The director should be more informed before he says something.
- Incredible amount of intelligence in Los Alamos. Take an environmentalist approach to replace the defense research.



Demographics of Sample

	<i>Total Sample (N=199)</i>
<u>Gender</u>	
Male	66%
Female	34%
<u>County</u>	
Santa Fe	37%
Los Alamos	25%
Rio Arriba	20%
Other New Mexico	18%
Other Out-of-State	1%
<u>Organizational Sector</u>	
Economic/business	48%
Governmental	24%
Education	18%
Special Interest Groups	6%
Tribal	4%



**Los Alamos National Laboratory Community Leaders
August 2003
FINAL
N = (398 Possible)**

Hello, may I speak to (NAME ON LIST)? (IF UNAVAILABLE, ASK FOR A GOOD TIME TO CALL BACK OR SCHEDULE AN APPOINTMENT WITH THE SECRETARY)

Hello. My name is (YOUR NAME). I'm calling on behalf of Los Alamos National Laboratory. We are conducting a survey among community leaders, such as yourself throughout the Northern New Mexico region. The Laboratory would appreciate your opinions on some key issues. Perhaps you recall receiving a letter from the Laboratory recently about this study.

A. NOTE TO POLLER: WHICH COUNTY IS THIS?

1. Los Alamos
2. Rio Arriba
3. Santa Fe
4. Other New Mexico
5. Other Out-of-State

B. NOTE TO POLLER: WHICH ORGANIZATIONAL SECTOR IS THIS?

1. Governmental
2. Economic/business
3. Education
4. Tribal
5. Special Interest Groups

1. What would you say is the single biggest problem facing your community today? (DO NOT READ CATEGORIES. UP TO 3 RESPONSES)

Crime:

- 001. Illegal drug use
- 002. Crime rate is high
- 003. Gangs
- 004. Graffiti
- 005. DWI rate high
- 006. Police/legal system
- 007. Violent crime

Social/Cultural:

- 008. Alcoholism
- 009. Youth problems
- 010. Lack of career counseling for youth
- 011. Lack of guidance/assistance for youth
- 012. Domestic violence/family problems
- 013. Welfare reform
- 014. Too few cultural events
- 015. Decline of family values

Economy:

- 016. Lack of skilled labor/labor force
- 017. Local government budget deficit
- 018. Non-availability of good jobs
- 019. Lack of training for good jobs
- 020. Lack of training for unemployed
- 021. Taxes are high/unreasonable
- 022. Cost of housing is high/unreasonable
- 023. Availability of low income/affordable homes
- 024. Cost of living is high/unreasonable

Economy (continued):

- 025. Not enough private business
- 026. Lack of economic opportunities
- 027. Economic diversification
- 028. Growing too big/too fast
- 029. Low wages
- 030. Economic instability

Education:

- 031. Educational system is poor
- 032. Quality of school facilities
- 033. Future school funding
- 034. Lack of science/math
- 035. Quality of teachers
- 036. Low pay for teachers

Environment:

- 037. Fire/risk of fire
- 038. Environment/polluted air
- 039. Drought
- 040. Nuclear waste transport
- 041. WIPP/radioactive waste

Miscellaneous:

- 042. Affordable day care
- 043. Lack of services for the disabled
- 044. Lack of services for elderly
- 045. Condition of the Bosque
- 046. Gambling/lottery

Miscellaneous (continued):

- 047. People don't vote
- 048. Government/political leadership is incompetent
- 049. Government/political leadership too crooked
- 050. Gun control
- 051. Healthcare reform
- 052. Homeless
- 053. Illiteracy
- 054. Land development out of control
- 055. Master planning
- 056. Military presence
- 057. Sewers/drains
- 058. Tourism is ruining the area
- 059. Decline of workplace values

Traffic:

- 060. Noise
- 061. Congestion
- 062. Roads/streets/highways are bad
- 063. Orange barrels/constant street maintenance
- 064. Not enough bridges
- 065. Bridges ruining environment/atmosphere

Water:

- 066. Water shortages/reserves
- 067. Don't have city water utilities
- 068. Water quality/pollution
- 500. Don't know/won't say

Other (SPECIFY) _____

2. Generally, what is your impression of Los Alamos National Laboratory? Using a 5-point scale in which 5 is very favorable and 1 is very unfavorable, what is your impression of Los Alamos National Laboratory?

Very Favorable
Very Unfavorable
Don't Know/ Won't Say
 5 4 3 2 1 6

3. Companies, like individuals, can be members of the community. How would you rate Los Alamos National Laboratory as a corporate citizen in your community? Please use a 5-point scale where 5 means Los Alamos National Laboratory is outstanding and 1 means they are unacceptable.

Outstanding
Unacceptable
Don't Know/ Won't Say
 5 4 3 2 1 6

I'm going to read you a list of items about Los Alamos National Laboratory and please tell me how satisfied you are with each one. (READ STATEMENT, THEN ASK...)
Would you say you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied? (RANDOMIZE)

	<u>Very Satisfied</u>	<u>Somewhat Satisfied</u>	<u>Somewhat Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>Don't Know/ Won't Say</u>
4. The educational programs offered by Los Alamos National Laboratory	4	3	2	1	5
5. The efforts of the University of California and Los Alamos National Laboratory during the last year in encouraging new business to relocate to northern New Mexico.....	4	3	2	1	5
6. Los Alamos National Laboratory's effort to purchase more goods and services from businesses in northern New Mexico communities	4	3	2	1	5
7. University of California and Los Alamos National Laboratory's efforts to provide equal employment opportunities for all qualified residents of northern New Mexico in the last year	4	3	2	1	5
8. University of California and Los Alamos National Laboratory's efforts to listen to the concerns of your community	4	3	2	1	5
9. University of California and Los Alamos National Laboratory's efforts to respond to the concerns of your community.....	4	3	2	1	5
10. The overall impact that the University of California and Los Alamos National Laboratory has had on the economy of your community	4	3	2	1	5
11. The University of California's Northern New Mexico Office participation in regional education, public health, and other community initiatives.	4	3	2	1	5

Generally, how would you rate the effectiveness of Los Alamos National Laboratory partnerships with (READ BELOW), in an effort to improve the region? Would you say these partnerships have been very effective, somewhat effective, somewhat ineffective or very ineffective? (RANDOMIZE)

	<u>Very Effective</u>	<u>Somewhat Effective</u>	<u>Somewhat Ineffective</u>	<u>Very Ineffective</u>	<u>Don't Know/ Won't Say</u>
12. Local governments in Northern New Mexico	4	3	2	1	5
13. Business community in Northern New Mexico	4	3	2	1	5
14. School districts and educational agencies in Northern New Mexico	4	3	2	1	5
15. Tribal governments and tribal agencies	4	3	2	1	5
16. State government agencies	4	3	2	1	5
17. The State Legislature	4	3	2	1	5

18. **How satisfied are you with the efforts of the Los Alamos National Laboratory Foundation? Are you very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied?**

- 4. Very satisfied
- 3. Somewhat satisfied
- 2. Somewhat dissatisfied

- 1. Very dissatisfied
- 5. Don't know/won't say

19. **Overall, how satisfied are you with LANL communications? Would you say you are: (READ CATEGORIES)**

- 4. Very satisfied
- 3. Somewhat satisfied
- 2. Somewhat dissatisfied

- 1. Or very dissatisfied
- 5. Don't know/won't say (DO NOT READ)

20. **How satisfied are you with the Technology Commercialization program? Are you: (READ CATEGORIES)**

- 4. Very satisfied
- 3. Somewhat satisfied
- 2. Somewhat dissatisfied

- 1. Or very dissatisfied
- 5. Don't know/won't say (DO NOT READ)

21. **Do you have any comments or suggestions regarding the Technology Commercialization program?**

22. **Do you have any other comments or suggestions that you would like to make on the University of California or Los Alamos National Laboratory's efforts in improving community involvement, regional economic development, or education outreach efforts?**

THIS CONCLUDES OUR SURVEY. THANK YOU FOR YOUR TIME. HAVE A GOOD DAY.

NOTE TO POLLER, WAS RESPONDENT:

- 1. Male
- 2. Female

Respondent's Phone Number _____

Poller Name _____

Poller Code _____